

PORTFOLIO
2021 - 2024

EXECUTIVE ASSISTANT &
COMMUNITY MANAGER

BASED IN
BELLINGHAM, WA

ISABEL FEUERSTEIN

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FEUERSTEIN

ABOUT

PORTFOLIO
2021 - 2024



Hi! I'm Isabel, an Executive Assistant and Community Manager who's been freelancing in a variety of community, admin and support roles for digital-first brands since 2021.

Alongside working with clients, I've also managed all operations for my own web design business since 2022.

Whether it be for my own business or someone else's, I love systemizing operations, checking off daily tasks and managing communities in an authentic way!



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NOTABLE CLIENTS

2021 - 2024

JUNE 2021 - JULY 2023

THE FUTUR



I first began working with The Futur as a virtual assistant responsible for a sales outreach campaign on Instagram. This project involved working through a spreadsheet of over 3,000 Clubhouse listeners, finding them on Instagram and inviting them to join a paid membership group.

This project often also involved light customer support, answering questions about the membership or re-directing to who could help better as needed.

After the DM campaign, I was invited back to help with the time-stamping of previously recorded calls within their membership and then once again to collect feedback examples from their Youtube videos. Overall, an incredible online education brand and always a pleasure to work with!

SKILLS

- Virtual assistance
- Lead generation
- Customer support
- Content management

TOOLS

- Google sheets
- Instagram
- Youtube
- Wistia
- Slack

MAY 2022 - SEPT 2023

LATASHA JAMES



I've worked with Latasha James, online educator, on a variety of admin & community projects which always have been an honor to be a part of!

One of my favorite projects with Latasha was being a group mastermind lead for her Social Media Management Accelerator course in May 2022. This role involved answering questions, providing resources and facilitating discussions with a group of students on a weekly basis.

Later on in 2023, I helped Latasha with inbox management during a course launch. This included customer service as well as light content management updating her website as well.

SKILLS

- Inbox management
- Website content management
- Community management
- Event hosting

TOOLS

- Outlook
- Zoom
- Squarespace
- Slack

JUNE 2023 - NOV 2023

STRIDEUX



This past summer, I had the opportunity to support Cory Shoaf of StrideUX, a UX design agency, as his virtual assistant.

In this role, I mainly helped Cory with light bookkeeping through invoice creation and follow-ups with clients. I also helped with various admin tasks such as presentation creation, recording onboarding Looms for clients and SOP updates and systemization.

We ended our time together early because his needs were less than anticipated and I started working full-time with another client but I would be happy to work with Cory again!

SKILLS

- Invoice management
- Presentation creation
- SOP creation
- Systemization

TOOLS

- Quickbooks
- Gmail
- Notion
- Slack
- Loom

APRIL 2023 - PRESENT

CONTRA



I have been working with Contra, the commission-free freelance marketplace, since April of 2023 as a part of their Client Success team.

This role initially started with simple operational tasks reviewing and matching new jobs on the platform but grew into a full-time freelance position by September 2023.

My responsibilities in this role have since grown to client email support, SOP creation, sales, project management and so much more.

Overall it's been a great experience working with clients to find the best freelancers for their needs while expanding my operational skillset!

SKILLS

- Customer support
- Inbox management
- Operations management
- Project management
- SOP creation
- Calendar management

TOOLS

- Retool
- Notion
- Slack
- Customer.io
- Looker
- Hubspot

LET'S WORK
TOGETHER!

CONTACTS

PORTFOLIO
2021 - 2024

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