

Virtual Assistance + Online Community Management

Virtual Guardian Services with Michele Wellington

Take technical tasks and community management off your plate. Redirect your precious energy to running a thriving online community without worrying something will drop through the cracks.



Business Operations

- Streamline technical tasks and processes
- Maximize productivity and ensure seamless day-to-day operations.
- Implement and uphold effective business policies and structures



Virtual Assistance

- Delegate administrative and technical tasks to free up time for core business activities
- Delegate managing schedules, communications, and maintaining digital platforms



Community Management

- Increase community growth, involvement and satisfaction
- Implement and enforce community guidelines to ensure respectful, positive interactions and a safe digital space.

About Me

I'm a rare unicorn who has both the gift of being highly skilled with technical tasks and the gift of being incredibly warm and personable. As a coach, I have an extremely high attention to detail and a depth of knowledge of the human experience. I balance relating to people and holding company boundaries with compassion.

My Mission

Support businesses in fostering vibrant and engaged virtual spaces where members feel valued and connected. Maintain seamless operations and uphold community values. Help bring visions to life while ensuring a positive, inclusive experience for all.




VG [More Information](#)

 michele.wellington@gmail.com

 [Learn More About Services](#)



CONTACT

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-  Remote based in Grass, Vally, CA

AREAS OF EXPERTISE

Mighty Networks | Circle | Facebook | Kajabi
Zoom | Vimeo | Dropbox | Google Suite
Flodesk | ConvertKit | Wix | Squarespace
Communication | Leadership | Compassion
Teamwork | Problem-solving | Adaptability
Attention to Detail |

SKILLS

- Business Operations
- Project Management
- General Administrative Support
- Online Community + Course Set Up
- Online Community Management
- Customer Service + Client Relations
- Written + Verbal Communication
- Audio + Video Editing
- General Administrative Support
- Email + Calendar Management
- Social Media Management
- Research + Problem-solving

EDUCATION

UNDERGRADUATE

Wesleyan University
2000-2004

GRADUATE

Wheelock College
2004-2006

MICHELE WELLINGTON

SUMMARY

I'm an experienced Community Manager & Virtual Assistant with over 10 years of expertise in both virtual and in-person communities. As a Business Operations Manager, I excel at aligning company goals with member engagement, ensuring a balanced and enriching community experience. I'm adaptable, resourceful, and skilled in content moderation and customer service.

EXPERIENCE

BUSINESS OPERATIONS + COMMUNITY MANAGER

Pilar Lesko LLC
March 2024 - Present

- Manage projects to scale and expand EDEN (virtual membership)
- Respond to all customer queries in the company support inbox
- Encourage discussion, answer questions, and direct members to resources that will help them further their goals in the membership

COMMUNITY MANAGER + COURSE MODERATOR

Simone Grace Seol LLC
August 2023 - July 2024

- Review posts and comments inside a Facebook group of 2K members
- Uphold community guidelines and moderate content as needed
- Communicate moderation decisions with community members

COMMUNITY MANAGEMENT + SOCIAL MEDIA MANAGER

Carolyn Elliott (Lovewell)
2021 - 2024

- Respond to all member queries in the membership support inbox
- Manage community event calendar and communications
- Upload all video and audio content into the membership portal
- Create and manage social media content on Instagram

VIRTUAL ASSISTANT

Ariella Daly - Honey Bee Wild
2010 - 2014

- Respond to all member queries in the customer support inbox
- Technical support for online courses and the virtual apprenticeship