

# ROXANNE

## Project Manager & Executive Operations Professional

**RooCruit**Worcester, South Africa

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### PROFESSIONAL SUMMARY

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A vivacious and professional specialist with extensive experience in Project Management, Business Administration, and Customer Operations. Demonstrated history of success within international E-commerce, Office Automation, and Construction industries, supporting C-suite executives and managing complex supply chain deliverables. Expert in streamlining administrative workflows, financial assistance (Debtors/Creditors), and maintaining high-level stakeholder communication across global time zones.

**Remote Readiness:** Full home office setup including 75Mbps fibre line, laptop, UPS power backup, and dedicated mobile connectivity.

### KEY SKILLS

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- Project Management (Asana, Spreadsheets)
- Executive Level PA & Administrative Support
- Financial Admin (Pastel, VIP Payroll, AccPac)
- E-commerce Operations & Retail Link
- International Stakeholder Management
- Logistics & Supply Chain Tracking
- HR Support & Onboarding
- Advanced Microsoft 365 & Teams

### PROFESSIONAL EXPERIENCE

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#### Project Manager – Brand & Retail Divisions

**June 2022 – Current***Leading International E-commerce Brand (USA)*

- Collaborate closely with brand, sales, and product development departments on new projects for major US retailers.
- Monitor project deliverables and provide monthly reporting to relevant stakeholders.

- Developed detailed project tracking systems to monitor internal team progress.
- Manage sample logistics from China to US warehouses for critical line reviews with international buyers.
- Lead weekly priority meetings via Microsoft Teams with global internal staff.

### **Virtual Executive Assistant to VP of Business Strategy**      **Nov 2021 – May 2022**

*Leading International E-commerce Brand (USA)*

- Managed complex scheduling and extensive calendar management for executive leadership.
- Handled the ordering process on GoFlow and routing logistics via MD3PL.
- Screened candidates for E-commerce vacancies and facilitated international onboarding for US and SA hires.
- Acted as a primary liaison between upper management and support teams, ensuring professional confidentiality.
- Performed high-level office support including data presentation and executive correspondence.

### **Virtual Financial Assistant**

**Nov 2020 – Oct 2021**

*Private Management Services Firm*

- Managed end-to-end financial administration including purchase orders, quotations, and invoicing.
- Overseeing debtors' payments and releasing creditor payments.
- Conducted bank reconciliations, petty cash management, and wage preparations.
- Handled corporate branding, social media management, and business registration via CIPC.

### **Virtual Customer Service Associate – Retail**

**Mar 2021 – Sept 2021**

*Global E-commerce & Technology Leader*

- Serviced North American clients under strict SLA requirements for quality and timeliness.
- Managed account queries, order replacements, and refunds via CRM systems.
- Liaised with international couriers regarding global tracking and logistics.
- Consistently met performance targets through data-driven performance management systems.

**Business Administrator & Personal Assistant****Sept 2014 – Nov 2020***Leading Office Automation & Technology Provider*

- Supervised daily activities for thirteen solutions managers across multiple branches.
- Processed complex legal documentation, credit applications, and rental agreements for office automation equipment.
- Managed logistics and technical operations for hardware installations.
- Handled financial functions including commissioning claims, invoicing via Pastel, and debtors follow-up.

**Debtors and Creditors Clerk****Feb 2007 – Jan 2014***International Construction & Project Management Firm*

- Executed monthly reconciliation of all debtors and creditors.
- Managed fleet logistics for company vehicles including licensing, servicing, and consumption reporting.
- Supervised a team of seven technicians for site maintenance and surveying schedules.
- Coordinated project lists, staff timesheets, and regional accommodation logistics.

**EDUCATION & CERTIFICATIONS**

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**Diploma: Project Management** (In Progress) – *Alison***Diploma: Customer Services** (2022) – *Alison***Diploma: Bookkeeping & Payroll** (2022) – *Alison***Certificate: Administrative Support** (2022)**Certificate: Retail Management** (2021)**Diploma: Office Administration** (2011) – *CAD Training Centre***Matric Certificate** – *Table View High School***LANGUAGES**

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English (First Language), Afrikaans (Second Language)