

KIM

Virtual Executive Assistant | Office Manager | HR Administrator

Cape Town, South Africa (Remote)

PROFESSIONAL SUMMARY

A highly committed and people-centric professional with over 18 years pillar experience in office management, HR administration, personal assistance, and logistics. A proactive problem-solver and deep thinker with a natural flair for learning quickly and adapting to high-pressure environments. Expert at connecting ideas and processes while maintaining a mature, professional approach to client relations and team collaboration.

KEY SKILLS

Technical Proficiency

- **Suite Tools:** Google Suite, Microsoft Office, Canva, Slack, Asana, Airtable
- **Financial:** Sage One, Sage Evolution, Sage Payroll, Xero, Pastel Partner, Bookkeeping
- **Operations/CRM:** Active Campaign, Thrivecart, Kajabi, Dubsado, Acuity, Leadpages, Mailchimp
- **Marketing & Media:** Digital Marketing Fundamentals, Social Media Administration (Facebook/Instagram), Later, Trint, Toggl

Professional & Soft Skills

- Project Management (ISO Implementation & HR Projects)
- Strategic Communication & Client Liaison
- SOP Development & HR Policy Creation
- Executive Diary & Travel Management
- Workshop Facilitation & Content Creation
- Analytical Thinking & Research

PROFESSIONAL EXPERIENCE

Specialist Administrative Services Firm

Jan 2014 – Present

Virtual Executive Assistant

Providing comprehensive remote support across various industries including AI, Finance, Coaching, and Corporate Advisory.

- **Strategy & Content:** Creation and facilitation of skills training workshops, copywriting, proofreading, and editing.
- **Digital Operations:** Social media administration, content creation, community management, and website maintenance.
- **Business Support:** Full calendar and email management, bookkeeping, and database management for international coaching and consulting clients.
- **Specialized HR:** Managed HR administration, monthly reporting, and project management for several People Empowerment initiatives.
- **Logistics:** Coordinated stock orders and logistics for child development franchises.

Premium Manufacturing & Export Company

Mar 2017 – Aug 2019

Office Manager

Key Achievements:

- Led the project management and implementation of ISO 45001:2018 standards.
- Developed comprehensive HR policies, disciplinary codes, and Standard Operating Procedures (SOPs).

Core Responsibilities:

- Managed end-to-end procurement, supplier liaison, and inventory control.
- Oversaw international logistics, including shipment booking and documentation compliance.
- Provided Executive assistance to Directors while managing daily office operations, event coordination, and product development research.

Professional Communications & Print Media Company

Nov 2009 – Dec 2013

Administrator

Key Achievements:

- Developed a standardized training package for the administrative function.
- Recognized as Employee of the Month for operational excellence.

Core Responsibilities:

- Managed financial workflows including job ticket preparation, costing, and invoicing.
- Facilitated inter-departmental communication between production, sales, and accounts receivable/payable.
- Onboarded and trained assistant personnel.

Professional Communications & Print Media Company

Sep 2008 – Oct 2009

Assistant Management Accountant

Niche Recruitment Agency

Mar 2008 – Aug 2008

Bookkeeper / Personal Assistant

Boutique Financial Services Firm

Jan 2005 – Nov 2007

Personal Assistant

EDUCATION

BA Honours Degree in Psychology | Unisa (2009)

BA Degree in Psychology & Criminology | Unisa (2005)

Basic Bookkeeping | Varsity College (2005)

Matric | St Teresa's Convent, Rosebank (1998)

CERTIFICATIONS & CONTINUING EDUCATION

- **2020:** Business Analysis, Fundamentals of Digital Marketing
 - **2019:** Minute Taking at Meetings, The Complete Financial Analyst Course
 - **2017:** SAGE One Certified
 - **2015:** Pastel Evolution & Pastel Partner
 - **2013:** Microsoft Excel (Intermediate)
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Providing high-tier administrative and strategic support for global business excellence.
