

ROOCRUIT

Mècheal

Virtual Executive Assistant & Office Operations Manager

Cape Town, South Africa

PROFESSIONAL SUMMARY

A high-level, results-driven professional with over 20 years of secretarial and administrative experience, including 8 years of successful remote work and 10+ years supporting Senior Management Teams. Expertise spans diverse sectors including Cyber Security, Legal, Fintech, Logistics, and Media Supplies. Exceptional at streamlining operations, managing complex multi-timezone calendars, and implementing technology solutions to drive organizational efficiency.

KEY SKILLS

- Virtual Executive Support (SMT/C-Suite)
- Email & Complex Diary Management
- Project Coordination & Task Tracking
- Full-Charge Bookkeeping & Payroll
- Event & International Travel Logistics
- CRM Implementation & Management
- Workflow Optimization & Streamlining
- Technical Troubleshooting & IT Support
- Communication & Report Writing
- Budgeting & Financial Reconciliation
- SOP Development & Implementation
- Typing: 70 wpm

TECHNOLOGY PROFICIENCY

Collaboration: Zoom, MS Teams, Slack, Trello, Skype, Notion, Asana, Monday.com

Document Management: MS Office (Word, Excel, PowerPoint), Google Workspace, Adobe Sign, DocuSign, Dropbox, Box

Finance & CRM: Xero, Sage/SimplePay, Pastel Partner, Clio Grow/Manage, Salesforce, Netcash

Other: Canva, WordPress, Mailchimp, ChatGPT, LinkedIn Sales Navigator, VoIP Systems

PROFESSIONAL EXPERIENCE

Virtual Administrative Assistant

April 2025 – July 2025

United States Healthcare Services Company

- Coordinated staffing for open shifts, identifying and scheduling caregivers.
- Managed time-tracking accuracy, adjusting clock-in/out records and following up on discrepancies.
- Updated billing details for time and mileage and maintained detailed notes in Wellsky.

Virtual Administrative Assistant

October 2024 – April 2025

International Digital Supply Chain Consultancy

- Managed complex diaries for 4 members of the Senior Management Team.
- Facilitated contract lifecycles: reviewing supplier/customer quotes, creating service agreements/SOWs, and managing e-signatures via Box Sign.
- Developed a comprehensive Employee Handbook within a centralized cloud directory.
- Audited and archived legacy contracts and maintained expiry tracking in Excel.

Virtual Executive Assistant

May 2024 – August 2024

Specialist Cyber Security Firm

- Streamlined the business owner's 10 separate diaries to optimize scheduling.
- Transcribed meeting minutes and converted actions into trackable tasks within Asana.
- Managed logistics for conferences, including flights, hotels, and vehicle hire within strict budgets.
- Produced weekly WAR reports and monthly invoicing for client submission.

Virtual Executive Assistant

January 2021 – February 2024

Leading Law Firm (NJ, USA)

- Optimized owner's inbox, achieving a 75k unread email reduction through proactive management.
- Managed calendars for the Owner and Associate Attorneys, including all court dates and travel.
- Implemented Clio Grow for client intake, improving synchronization with management software.
- Oversaw financial admin: coded invoices, tracked income, and managed payroll and staff KPIs.
- Spearheaded the migration from Slack to MS Teams to ensure permanent record storage.

Admin / Office Manager**December 2018 – June 2020***Luxury Leisure & Landscaping Operations*

- Mastered monthly budget maintenance, creditors control, and Sage One accounting.
- Managed HR administration including leave, disciplinary records, and weekly overtime.
- Handled environmental compliance and documentation for SHE and ISO4001.
- Coordinated with multiple departments including security, landscaping, and HOA.

Virtual Executive Secretarial Consultant**May 2014 – December 2018***Independent Virtual Assistant Services*

- Executed financial management of a project with an \$800k budget, completing it \$80k under budget.
- Provided Pastel bookkeeping and payroll services for diverse client portfolios.
- Developed training manuals and delivered MS Office/Pastel coaching to corporate clients.
- Managed CRM systems (Salesforce) and social media newsletters via Mailchimp.

Executive Assistant to Managing Director**June 2009 – May 2011***Global Logistics Leader (Sub-Saharan Africa)*

- Acted as primary liaison between the MD and Cluster General Managers across Sub-Saharan Africa.
- Coordinated complex international travel and conferences across EU, Africa, and APAC time zones.
- Managed facilities contracts (security, maintenance, IT infrastructure) and office budgets.
- Collaborated with procurement to centralize regional services like print and travel.

Executive Assistant to VP of Global Operations**September 2005 – July 2008***International Testing & Assessment Solutions (UK)*

- Supported the VP and Territory Operations Managers across the EMEA region.
- Managed a high-pressure mobile office while supporting the VP during international travel.
- Supervised facilities management for historical headquarters and coordinated office décor/maintenance.
- Chaired conference calls on behalf of the VP and tracked regional performance reporting.

EDUCATION & CERTIFICATIONS

Professional Certifications:

- Xero Advisor Certified (2024)
- Agile Project Management (2024)
- Pastel Partner V18 (2014)
- Excel on Steroids (2018)

Tygerberg Technical College, Cape Town:

- National N4 + N5 Commerce Secretarial Certificate
- National N4 + N5 Legal Practice

Edgemoed High School, Cape Town:

- National Senior Certificate (Matric)

LANGUAGES

English (Native), Afrikaans (Professional working proficiency)
