

# RooCruit

# SUZANNE

## Office & Executive Support Professional

Bothaville, South Africa

## PROFESSIONAL SUMMARY

*A highly qualified Executive Support Professional and Transaction Manager with over 15 years of experience supporting C-suite executives and managing complex operations in the financial and agricultural sectors. Expertise spans office management, human resources, financial administration, and project management, with a proven track record of meeting rigorous deadlines and solving problems proactively. Known for high ethical standards, professional etiquette, and the ability to adapt to diverse business structures from corporate head offices to small business environments.*

*"One of the best personal assistants that I have encountered during my 22 years at the bank... she is always punctual and efficient, she takes charge when required... she showed a lot of initiative to follow up on issues and resolve problems."*

**— Former Group Chief Economist, Leading South African Financial Institution**

## KEY SKILLS

- Executive PA & Office Management
- Project & Transaction Management
- Financial Admin (Debtors/Creditors)
- HR Management & Disciplinary Procedures
- Events & Travel Management
- Advanced MS Office (Excel, Word, PPT)
- Accounting Software (Xero, Pastel, SAP)
- Business Etiquette & Protocol
- Client Service Excellence
- Stakeholder Communication

## PROFESSIONAL EXPERIENCE

**Accounting Clerk****2015 – 2021***Regional Accounting and Bookkeeping Firm*

- Managed daily interactions with corporate clients and financial institutions regarding bookkeeping and audit requirements.
- Calculated and submitted VAT (VAT201), Income Tax, and Provisional Tax to SARS.
- Maintained accounting records using General Ledger, Excel, Pastel, and Xero.
- Performed monthly reconciliations of account statements and investigated financial discrepancies.
- Managed FICA compliance for client accounts and handled bank deposit preparations.

**CEO / Manager & HR Manager****2013 – 2015***Boutique Health and Wellness Franchise*

- Headed all facets of the business including marketing, budgeting, procurement, and business development.
- Served as a Director on the Board, establishing 4 separate operational branches.
- Scaled the business from inception to a stable client base of over 400 active members.

**Transaction Manager: Soft Commodities****2010 – 2013***International Investment Banking Division*

- Provided high-level administrative support for complex agricultural commodity transactions (beans, sugar, wheat, etc.).
- Managed client on-boarding onto loan platforms, handling FICA and CASA requirements.
- Prepared comprehensive finance information packages and performed weekly reconciliations for senior management.
- Successfully authored the "Front Office Manual," documenting all processes to facilitate seamless transitions to back-office teams.

**Executive Personal Assistant****2004 – 2010***Tier-1 South African Banking Group (Head Office)*

- **PA to Head of Structured Trade & Commodity Finance (2007–2010):** Supported a team of 19, managing HR budgets, labor relations, and Union meeting schedules.
- **PA to Chief Economist (2004–2007):** Supported the Group Economic Research team of 7 people.

- Represented the organization at Bargaining Councils and the CCMA when required.
- Consistently received "A" grade performance appraisals throughout the tenure.
- Managed complex diaries, executive travel, payroll records, and international delegation meetings.

## EDUCATION

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- **BA Degree in Tourism** – North West University (2001)
- **Postgraduate Course in Financial Management** – North West University (2002)
- **Diploma in Professional Personal Assistant Practice** – Damelin (2005)

## CERTIFICATIONS

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- **Certificate in Business Etiquette (Advanced)** – International Protocol Consultants (Government Standards)
- **Certificate in Project Management (PA MBA Program)** – BizTech
- **Financial Certificate in Xero** – Professional Training

## TECHNICAL LITERACY

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- **ERP & Specialized:** SAP, Xero, Pastel, Farms, Mentis, Oasis, SharePoint.
  - **Office Suite:** Advanced proficiency in MS Word, Excel, PowerPoint, and Access.
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