

HEATHER

Operations & Office Manager | Executive Assistant

Gauteng, South Africa

RooCruit

PROFESSIONAL SUMMARY

A highly versatile professional with extensive experience across operations, office management, and event planning. My diverse business background has fostered a strong ability to use initiative, adapt to change, and implement solid organisational systems. I possess a deep understanding of end-to-end event management, financial administration, and staff leadership, consistently delivering high-quality management solutions in both corporate and entrepreneurial environments.

KEY SKILLS

- Operations & Office Management
- Financial Oversight (Payroll, PAYE, VAT)
- Event Planning & Coordination
- Staff Recruitment & Training
- Sage Online & Professional Admin
- Tender & Grant Applications
- Logistics & Supply Chain Management
- Stakeholder & Client Liaison
- Business Planning & Market Research
- Social Media Management

PROFESSIONAL EXPERIENCE

Office Manager

April 2019 – Present

Diversified Global Investment Group

- Compiling business plans, company profiles, and conducting market research.
- Managing monthly accounts, including invoice payments, billing verification, and audit preparation.
- Overseeing monthly payroll, PAYE, VAT, and account reconciliations using Sage Online.
- Handling freight and courier logistics, stock control, and procurement of supplies.
- Coordinating executive travel arrangements, visa applications, and director diary/email management.

- Managing government funding applications and tender processes.

Operations Manager**January 2016 – April 2019***Specialized Retail Service Franchise Group*

- Managed operations for four retail stores and led a team of 12 staff members.
- Responsible for staff recruitment, training, and monthly payroll.
- Generated weekly store reports and monthly turnover analysis for executive review.
- Handled procurement and supplier communications, and acted as the primary liaison with head office.
- Managed stock control and customer conflict resolution.

Business Owner / Manager**June 2010 – December 2019***Boutique Wellness & Mobile Spa Services*

- Founded and managed a mobile spa business, overseeing 20 therapists.
- Developed job descriptions, handled recruitment, and managed staff performance.
- Drove new business development, client negotiations, and corporate event organization.
- Managed all financial aspects including quotes, invoicing, and monthly income/expense tracking.
- Oversaw marketing, promotions, and social media presence.

Assistant**January 2005 – August 2009***South African Wholesale Distribution Firm*

- Assisted with stock procurement, inventory control, and stock-takes.
- Managed the packing and dispatching of stock and logistics coordination with couriers.
- Processed purchase orders and invoicing.
- Liaised with local stakeholders and artists for new releases.

PA to Marketing Director**January 2002 – December 2004***International Music & Entertainment Group*

- Managed heavy diary scheduling, call screening, and international travel arrangements for the Marketing Director.
- Coordinated advertising packs between marketing and agency teams.
- Compiled monthly board packs and instore radio advertisements.
- Arranged presentations and high-level meetings with external production companies.

Key Account Executive**January 2000 – January 2002***International Music & Entertainment Group*

- Acted as head of communication between marketing and advertising teams.
- Managed media schedules, bookings, and budget planning.
- Coordinated in-store promotions and large-scale music events.
- Managed logistics for marketing material and conducted studio recording visits.

VOLUNTEER LEADERSHIP

Chairman of Residential Social Committee**March 2018 – Present***Large Scale Residential Estate (600+ Homes)*

- Planning and leading monthly social events for over 600 households.
- Managing event budgets, vendor bookings, and site logistics.
- Presenting plans to the board of trustees and managing a 7-member committee.

EDUCATION

Accounts Executive Diploma (AE Module)

AAA School of Advertising | 2004

Secretarial Diploma

Florida Secretarial College | 1996

Matric

Florida Park High School | 1995