

DONEVIN



Administrative Coordinator | Office Manager | Account Manager

Cape Town, South Africa

PROFESSIONAL SUMMARY

Accomplished and highly organized administrative professional with over 8 years of experience supporting C-level executives, managing office operations, and driving business efficiency across diverse industries. Known for exceptional skills in executive support, diary management, travel coordination, and stakeholder communication. With a strong background in account management, I excel at developing and maintaining long-term client relationships, optimizing service delivery, and contributing to revenue growth through proactive account strategies. Adept at managing multiple priorities and working under pressure transitions in fast-paced environments to ensure smooth and effective operations.

KEY SKILLS

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|---|--------------------------------------|-------------------------------|
| Executive Support | Account Strategy & Retention | Diary & Travel Management |
| Financial Reporting (Sage Pastel/Evolution) | Stakeholder Liaison | Document & Content Management |
| Process Optimization | Project Assistance | Office Operations |
| BPO Accounting | Client Relationship Management (CRM) | Conflict Resolution |

PROFESSIONAL EXPERIENCE

Executive Administrator / P.A to Directors

Nov 2024 – Current

Major National Retail Corporation

Provides comprehensive support to the Directors by managing administrative functions, coordinating schedules, and ensuring smooth business operations.

- Manages daily administrative tasks, ensuring Directors' schedules, meetings, and communications are well-coordinated.
- Plans and organizes calendars, schedules appointments, and sets up meetings (in-person and virtual).
- Arranges business travel including flights, accommodations, and itineraries while ensuring cost efficiency.
- Organizes board meetings, compiles agendas, takes minutes, and follows up on action items.
- Handles sensitive company information with strict discretion and professionalism.
- Processes invoices, tracks expenses, and ensures accurate reconciliation of financial records.

Accounts Manager

June 2021 – October 2024

Leading Regional Security Services Provider

- Maintained strong relationships with key clients, addressing inquiries and resolving concerns promptly.
- Managed client portfolios, monitored service agreements, and ensured contract compliance.
- Oversaw billing, invoicing, and account reconciliation; reduced overdue balances through payment negotiations.
- Compiled financial reports and analyzed revenue trends to support business decisions.
- Identified opportunities to upsell and expand service offerings to existing clients.

Coffee Shop Manager

November 2020 – June 2021

Adventure Tourism & Hospitality Group

- Supervised all coffee shop operations, including staffing, workflow, and hygiene compliance.

- Managed, trained, and scheduled employees to ensure efficient operations.
- Monitored stock levels, placed orders, and minimized waste to control costs.
- Handled cash flow and managed daily sales reports.

Receptionist

Commercial Printing & Production Firm

February 2020 – November 2020

- Managed front desk operations, answering incoming calls and directing inquiries.
- Assisted clients with inquiries and orders to ensure a positive customer experience.
- Managed correspondence and maintained organized office records.

P.A to Directors

Major National Retail Corporation

July 2019 – January 2020

- Provided high-level administrative assistance to Directors, ensuring seamless daily operations.
- Optimized time management through meticulous diary and appointment coordination.
- Drafted, reviewed, and distributed reports and executive correspondence.
- Managed vendor relationships and office administrative workflows.

Floor Manager / Front of House

Boutique High-End Salon Group

November 2017 – June 2019

- Supervised daily front-of-house activities and team scheduling.
- Promoted and upsold hair care products to drive additional revenue.
- Managed POS systems and reconciled daily sales reports.

EDUCATION

Bachelor of Business Administration

2016 – 2019

American University of Central Asia

International Cambridge A Levels (Business & Economics)

2016

Cambridge Silk Road International School

CERTIFICATIONS

- **DELTA A2:** French Language Proficiency (Centre International d'Études Pédagogiques)
- **Apply Health and Safety to a Work Area:** Evac Education (2024)
- **Apply Firefighting Techniques:** Evac Education (2024)
- **Perform Basic Life Support and First Aid:** Evac Education (2024)

LANGUAGES

English: Native/Professional **Afrikaans:** Native/Professional **Russian:** Semi-Fluent **French:** Semi-Fluent (DELTA A2)