

Carol

ROOCRUIT

Executive Virtual Assistant

Durban, South Africa

PROFESSIONAL SUMMARY

A highly experienced Executive Assistant and Business Administrator with a career spanning corporate leadership, entrepreneurship, and remote virtual support. I excel in providing comprehensive administrative support, managing complex schedules, and ensuring seamless operations for high-level directors. With a proactive approach and excellent organizational abilities, I thrive in fast-paced environments, adeptly balancing multiple tasks while maintaining a high standard of accuracy and confidentiality.

KEY SKILLS

Executive Support

- Diary & Travel Management
- Meeting Coordination
- Financial Reporting & Budgeting
- Stakeholder Communication

Operations & HR

- Recruitment & Onboarding
- Payroll & Compliance
- Labour Relations (CCMA/Disciplinary)
- Project Management (Notion/Slack)

PROFESSIONAL EXPERIENCE

Executive Virtual Assistant

August - December 2025

International AI Development Firm

- Primary point of contact for clients, managing enquiries, requests, and issue resolution for two directors.
- Extensive client-facing experience handling high volumes of queries via email, phone, and virtual meetings.
- Proactively followed up on business development leads and progressed opportunities.
- Managed task tracking and reporting via Notion.

Executive Virtual Assistant (Contract)

June - July 2025

Marine & Crew Logistics Agency

- Managed crew travel, onboarding/off-boarding, visas, and certification compliance.
- Maintained rotation schedules, payroll queries, and accounts reconciliations.
- Liaised with recruitment agencies, suppliers, and vendors for smooth logistics.

Executive Virtual Assistant

Feb 2024 - June 2025

Private Family Office & Professional Services

- Provided full administrative support to directors within the AI development industry.
- Managed private household and family support, including overseeing contractors and organizing events.
- Coordinated complex business and private international travel arrangements.

Executive Virtual Assistant

2014 - 2023

Boutique Consulting Firm

- Supported executive leadership with end-to-end business and personal administrative tasks.

- Produced financial reports, monitored budgets, and tracked business expenses.
- Managed full spectrum of HR tasks including recruitment and payroll administration.

Labour Outsource Manager

2004 - 2012

Specialized Workforce Management Group

- Key account management, recruitment, training, and payroll for outsourced labor.
- Managed CCMA cases and disciplinary processes ensuring employment law compliance.

Manager

1996 - 2004

Sporting Apparel & Brand Outlet

- Sourced products, managed stock design, and protected brand logo intellectual property.
- Oversaw marketing, advertising, and financial reporting for the brand outlet.

Owner / Principal Agent

1990 - 1996

Real Estate & Property Management Enterprises

- Managed agency operations including trust accounts and financial compliance.
- Oversaw a portfolio of 125 holiday homes, managing HR and payroll for service staff.
- Handled all client relations, utility payments, and maintenance division logistics.

EDUCATION

- **Business Administration Diploma**
Natal Technikon
- **Legal Secretarial Course**
Professional Institute

TECHNICAL PROFICIENCIES

- MS Office & Google Workspace
- Notion, Slack, Scopenotes
- ExpressScribe Pro (Transcription 58wpm)
- AI Integration Tools

- **Estate Agents Board Fidelity Fund Certificate**
- **HR Administration Certification**
Udemy

TECHNICAL SETUP

- **System:** Apple laptop & Dell monitor
- **Connectivity:** High-speed internet (25mbps) with backup inverter/UPS
- **Audio:** Professional headset and transcription foot pedal

LANGUAGES

English: Native **Afrikaans:** Professional Working Proficiency