

Natasha

Virtual Assistant & Law Graduate

Durban, South Africa

ROOCRUIT

PROFESSIONAL SUMMARY

An astute virtual assistant and law graduate, adept in administrative support and service coordination within diverse, fast-paced environments. Offers a work ethic centered on taking initiative, applying critical thinking, and streamlining procedures to enhance the overall desktop and administrative flow of the workplace.

KEY SKILLS

- MS Office Suite & Outlook Management
- Applied Epic & Kofax Tungsten
- Adobe DocuSign & Teams
- ESI Web Phone
- Appointment Setting & Lead Follow-ups
- Digital File Management
- Client Correspondence & Support
- Remote Workflow Coordination

PROFESSIONAL EXPERIENCE

Virtual Assistant

February 2025 – Present

US-Based Specialized Insurance Services Firm

- Managing client correspondence and support via email and telephone in a professional and timely manner while strictly adhering to policies and procedures.
- Creating client proposals for new policies and renewals, binding policies, and performing data entry for quotes.

- Generating secure links for client payments and facilitating financial transactions.
- Maintaining a meticulous digital client filing system with accurate records for multiple accounts on Applied Epic.
- Corresponding with multiple insurance carriers to ensure renewals and new business policies remain in good standing.
- Coordinating client outreach and assisting with the onboarding of prospective clients.
- Maintaining a disciplined remote workflow across international time zones.
- Executing light email marketing campaigns to drive engagement.

Virtual Candidate Property Practitioner

August 2024 – April 2025

South African Real Estate Agency

- Managed property marketing initiatives to increase listing visibility.
- Conducted cold calling, appointment setting, and rigorous lead follow-ups to build the sales pipeline.

Administrator

February 2021 – December 2023

Multi-Sector Investment Holding Group

- Managed high-volume inboxes and provided professional client correspondence with exceptional time management.
- Drafted official documentation and organized complex digital filing systems to ensure operational efficiency.

EDUCATION

Bachelor of Laws (LLB)

University of South Africa

CERTIFICATIONS & TRAINING

Fidelity Fund Certificate: Property Practitioners Regulatory Authority

TEFL Certificate: TEFL Universal

South African Customs Clearing for Imports 1 & 2: Skills Development Specialist CC