

Melani Tracy Meas

Executive Virtual Assistant

Administration, Bookkeeper, Content Creator, and Customer Service Specialist.

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EXPERIENCE

Telkom SA, Florida — Telesales Operator

January 2012 - August 2012

- Contact customers via the company database selling internet packages like ADSL capped and uncapped and cell phone contracts.
- Perform credit checks to establish the client's affordability.
- Complete online applications for the clients persuaded telephonically.
- I managed a volume of an average of 30-40- calls daily.

Itec South, Alberton— Remote (Contract) Virtual Assistant & Appointment Setter

October 2012 - January 2013

- Researcher & SEO- Lead Generator systemically via telephone, websites, internet research, and attending exhibitions.
- Document Management - Create and compile Excel spreadsheets and manage Leads on Google Drive and MS Cloud.
- Schedule Appointments- Schedule Calendar meetings with Sales Reps and Executives telephonically and via email. We sell bulk quantities of business automation machinery, PABX systems, BizHub printers, Xerox printers, etc.

JD Financial Services, Randburg — Trace Consultant & Debt Collector

February 2013 - November 2013

- Contact clients telephonically to make payment arrangements on delinquent accounts.
- Trace clients, by performance monitoring of their Bureau activity, using systems like TransUnion, Experian, and XDS credit, as a result, update the details to improve contact ability and data capturing.

SKILLS

- People Management
- Content Strategist
- Email Management
- Computer Skills
- Admin Specialist
- Detail orientated
- Leadership skills
- Creative thinking
- Problem-solving
- Time Management
- Multi-tasking
- Organizational Skills
- Creative Writing
- Networking & Marketing

AWARDS

Leading Customer Service Consultant National Certificate- Old Mutual Finance, Client Relations Consultant

Top New Financial Consultant Nationally- Old Mutual Finance- Target achieved within the first 3 months.

LANGUAGES

English and Afrikaans

Old Mutual Finance, Johannesburg — *Client Relations Consultant.*

NOVEMBER 2013 - MARCH 2019

- Branch Emails Manager.
- Filing.
- Manage and Maintain the Branch Manager's calendar.
- Schedule and set up meetings.
- Perform administration activities like filling and invoicing.
- Take minutes in meetings, and chair meetings in the absence of the manager.
- Branch liaison to Head Office, logging calls to the IT department, contacting facilities for branch maintenance, procuring stationery, office necessities, and office supplies.
- Answer calls at the helpdesk, an average of 20-30 calls.
- Data Capture, capturing customer details onto the company database.
- Compile branch daily stats and liaise with the Area Manager about performance and marketing strategies for improvements.
- Branch Auditor, in charge of alarm testing, PPI checklists, OHAS checklists, and all branch administrative tasks.

Old Mutual Finance, Johannesburg — *Financial Consultant Promoted- New Position.*

MARCH 2019 - March 2022

- F2F consulting, assisting customers with policy queries, amendments, investment deposits, and withdrawals.
- Offering loans to customers F2F and telephonically, adhering to the credit policy, and ensuring the documentation is legit and accurate.
- Outbound Agent- Contact customers to collect funds on delinquent accounts.
- Perform death claims, pension fund claims, and provident fund claims.

Sol Excel, Australia, Melbourne (time zone) — Part-time Bookkeeper Remote UpWork

January 2021 - January 2022 (12-month contract)

- Business tax.
- Accounts payables and receivables
- Invoicing
- ATO statements.
- Daily transaction allocations.
- GST including accounts.
- GST excluding accounts.
- Understanding Australian tax laws.
- Excel formulas.
- Xero Accounting Software System.

The Workplace Agency, Port Elizabeth, Virtual Assistant (Remote) Contract

August 2022 - November 2022 (contract)

- Take Minutes in meetings, Virtually via Microsoft Teams
- Document Specialist managing proposals, company profiles, and formal letters.
- Invoicing, and raw material received via email.

- Office Administration
- Accounts receivables and payables via Excel.
- Manage Stakeholder's attendance and document registers.

Oak Business Solutions, Sandton — Remote *Bookkeeper*
QuickBooks_ Temporary

January 2023 - March 2023 (contract)

- Allocations
- Accounts payables and receivables
- Invoicing
- VAT
- Exporting CSV/ Excel files for outstanding invoices, client direct.
- Email client average account statements and performance reports

Guardrisk, Tailored Risk Solutions, Sandton — Remote
Virtual Assistant -Part-time

March 2023 – To Date

- Calendar Management
- Appointment setting
- Reservationist
- Document management, editing, converting, and compiling.
- Draft meeting minutes and meeting Agendas, using Microsoft Teams
- PA assistance
- Answer incoming calls and take messages

Downie Business Solutions, New York — Remote
Content Creator & Virtual Assistant - Part-time

21 June 2023 - To Date

- Manage Business Growth for 3 Businesses
- Create writing content for each business
- Create daily content, for Facebook, LinkedIn, and Instagram
- Marketing and Content Strategist.
- Research and Content Creation
- Email Marketing

EDUCATION

Oakdale Secondary School — *High School Diploma (Matric)_ (NQF Level 4)*

Completed_ the Year 2011

- English
- Afrikaans
- Business Studies
- Economics
- Accounting
- Mathematics
- Life Orientation

Regenesys Business School, Sandton — *Higher Certificate in Business Management (NQF Level 5)*

Completed_ March 2016

- Marketing Management
- Human Resource Management
- Project Management

- Resource Management
- Fundamentals of Business Management
- Information and Technology
- Financial Management

Xero Advisor Certification, Remote_ Xero Central

Completed - Year 2021

- Receivables and Payables
- Payroll
- Onboarding
- Bank Reconciliation
- Tax
- Ad-hoc transactions
- Invoicing

Xero Online Bookkeeper Certificate — *Xero Pro_Advisor*

Completed_ December 2019

- Accounts payables and receivables
- Payroll
- Company onboarding to Xero.
- Bank reconciliation statements
- Tax
- Ad-hoc transactions
- Invoicing
- Budgeting

TECHNOLOGY

- WordPress, Slack,
- Skype, Zoom, Calendly, Google Meet, and Microsoft Teams.
- Microsoft Office 365, Google Suite, Amazon.
- Pinterest, YouTube, Facebook, LinkedIn, Facebook.
- Skrill, PayPal Payoneer, Slack. Google Chat,
- Experian, TransUnion, ITC.
- Workday, Summit, Oracle. ChatGPT,