

# Carlise Hart

Virtual Assistant

I am a motivated and detail-oriented professional with a strong aptitude for numbers and a proven ability to adapt to diverse environments. A quick learner, I take pride in my punctuality, dedication, and ability to thrive both independently and collaboratively. With the right tools and support, I excel in turning challenges into opportunities for growth and success.



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## Skills and Experience

### Technical skills & Software tools

- ➔ MS Excel, Word & PowerPoint
- ➔ G-Suite
- ➔ HubSpot
- ➔ Trello & Asana
- ➔ LinkedIn
- ➔ Xero, Sage, Pastel & Quickbooks
- ➔ YouTube
- ➔ Mailchimp
- ➔ Zoho
- ➔ Shopify & WordPress
- ➔ ChatGPT
- ➔ Calendly & Slack
- ➔ Ticketing Platforms
- ➔ RingCentral

### Professional skills

- ➔ General Administration
- ➔ Email & Diary Management
- ➔ Travel Management and Booking
- ➔ Research & Data Capturing
- ➔ Event Planning
- ➔ Project Management
- ➔ Customer Service
- ➔ Social Media Management
- ➔ Recruitment
- ➔ Bookkeeping
- ➔ Minute Taking

### Industry Experience

- ➔ Administration & Support Services
- ➔ Business Management & Consulting
- ➔ Coaching
- ➔ Customer Service & Sales
- ➔ Entertainment & Event Management
- ➔ Family & Parenting
- ➔ Fashion & Beauty
- ➔ Finance
- ➔ Industrial & Manufacturing
- ➔ Leisure & Recreation
- ➔ Pet & Animals
- ➔ Trade - Export / Import
- ➔ Transportation
- ➔ Travel & Tourism

## Work Experience

Aug 2023 - Current

### Virtual Assistant

Outsourcery

- ➔ Email and diary management for clients, ensuring efficient scheduling and communication.
- ➔ Coordinate travel arrangements, optimising itineraries for time and cost efficiency.
- ➔ Manage phone calls via the HHHI App, ensuring responsive and effective communication.
- ➔ Maintain client files securely on Smartvault, ensuring data integrity and accessibility.
- ➔ Create new client information profiles on Pixie and updated databases with client information changes, facilitating better client management and maintaining accurate records.
- ➔ Prepare Ignition proposals and monthly reports, execute lead analysis marketing, perform data runs and compile Excel reports to support decision-making processes, identify potential business opportunities, and evaluate engagement and success ratios.
- ➔ Generate Xero reports, providing accurate financial insights for business planning.
- ➔ Schedule radio and TV interviews, create briefing documents for interviews and compile weekly spreadsheet updates.
- ➔ Ensured seamless media engagements, thorough preparation for all parties involved, and media mentions and engagement tracking.

Jan 2021 - Jun 2023

### Administration Manager

4Brothers Commercial

- ➔ Launch control text campaigns.
- ➔ Podio notes, updating buyers, and filtering bad data.
- ➔ Calls to buyers and associations.
- ➔ Facebook and LinkedIn management.
- ➔ Inbox management.
- ➔ Data runs and Excel reports for engagement and success ratios.

Jan 2019 - Jan 2021

### Sales Manager

Safety Buddies

- ➔ Compiling sales reports.
- ➔ Social media management, including sending out newsletters.
- ➔ Online sales and packing orders.
- ➔ Dealing with invoices, sales orders, and purchase orders.

Mar 2016 - Mar 2018

### Front Desk Sales

Dave Sheer

- ➔ Manage social media pages.
- ➔ Stocktake, loading stock on the system and sending out courier orders.
- ➔ Invoicing for sales, and cashing up.

Jan 2015 - Mar 2016

### Venue Manager

Longmeadow Functions Venue

- ➔ Compile, manage, and reconcile the event and activation budgets.
- ➔ Communicate and liaise with the product team and external customers.
- ➔ Conceptualise, formulate, and present client project plans.
- ➔ Compile an accurate and detailed events report for each event on a monthly basis.
- ➔ Execute set personal development plans in accordance with agreed timelines.
- ➔ Run and manage social media platforms.

May 2013 - Dec 2015

### Payroll Manager and Creditors Assistant

Cargo Offices & Property Services

- ➔ Administering and processing payroll, including wages, salaries, bonuses, increases, and leave pay, ensuring timely and accurate submissions.
- ➔ I handled Garnishee and third-party payments, statutory deductions, and maintaining up-to-date payroll records.
- ➔ I managed month-end procedures, reconciling payroll and ensuring compliance with statutory bodies.
- ➔ I supported the Human Resources Manager with payroll-related tasks, assisted the administrative and finance teams with new hires and terminations, and clarified employee payroll inquiries.
- ➔ Oversaw preparing and managing payroll processes, gathering data, creating salary sheets and reports, and ensuring the accurate import of General Ledger data for financial analysis.
- ➔ Completed necessary SARS PAYE, UIF, and Compensation Fund submissions and declarations.
- ➔ Conducted HR administration, including capturing and approving leave forms, updating payroll data, and maintaining thorough records and filings.
- ➔ Assisted with creditors, including capturing transactions and managing debit and credit notes.

## Education & Certifications



Certificate in Game Lodge Management

Wild Life Campus



Certificate in Hairdressing

EWC

