

# Caryl Wright

Virtual Assistant

I am a focused, meticulous administrative assistant with a degree in Hospitality Management. Having worked in hotels both in South Africa and in the USA, as well as in retail stores, I have gained valuable experience with regards to customer interactions and meeting the expectations of a variety of different personality types.



DOWNLOAD PDF

## Skills and Experience

### Technical skills & Software tools

- MS Office & G-Suite
- Asana & Trello
- Xero
- Stripe
- Ticketing Platforms
- WordPress & Shopify
- Zendesk
- Slack
- TikTok & Pinterest

### Professional skills

- General Administration & Organisation
- Email & Diary Management
- Research & Data Capturing
- Documents & Scheduling
- Travel Management & Booking
- Project Management
- Proofreading
- Customer Service

### Industry Experience

- Administration & Support Services
- Art & Design
- Charities & Social Services

## Work Experience

Jan 2021 - Current

### Virtual Assistant

Outsourcery

- Customer service.
- Setting up, sending, and following up on invoices.
- Assisting with setting up travel itineraries.
- Creating sales proposals and fact sheets for potential clients.
- Creating tracking systems for tasks.
- Updating and monitoring various sales platforms.
- Issuing and tracking payments.
- Diary and email management.

May 2019 - Jul 2021

### Executive Assistant to the Directors

Grande Roche Hotel

- Ensuring all financial filing is up to date and maintaining revenue reconciliations.
- Attending and recording minutes of operational and departmental meetings, compiling policies and procedures.
- Supervising staff.
- Responsible for all guest correspondence, fielding all communications and queries with vendors, agents, suppliers, etc.
- Configuring of the Property Management System.
- Generating and maintaining reservations.
- Ordering and maintaining stock levels.

Jun 2016 - Apr 2019

### Food and Beverage Coordinator, Junior Banqueting Coordinator, Guest Services Agent

Grande Roche Hotel

- Managing restaurant reservations and recording guest numbers.
- Invoicing and following up on payments.
- Updating of menus and restaurant ordering systems.
- Managing conferencing, banqueting, wedding, high tea, and group enquiries and reservations.
- Hotel reservations and check-out on the Property Management System.
- Managing guest complaints.

Feb 2016 - May 2016

### Project Coordinator

Language Inc.

- Project management duties, including editing and formatting translation projects.
- Researching and writing articles for the company website.
- Assigning projects for translation.
- Following up on project progress.
- Quality management of written works.
- Meeting client deadlines.

## Education & Certifications

**BTech in Hospitality Management**  
Tshwane University of Technology

**Diploma in Hospitality Management**  
Tshwane University of Technology

## Client Reviews

**Matt Jennison**

Great first impression having been working with Caryl for just 1 month now, picked all of our systems and processes up very quickly, and instantly became a fantastic resource for our business. Great work so far!

