

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.



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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!

