

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

<p>Technical skills & Software tools</p> <ul style="list-style-type: none"> MS Office & G-Suite Asana & Trello Xero Stripe Ticketing Platforms WordPress & Shopify Zendesk Slack TikTok & Pinterest 	<p>Professional skills</p> <ul style="list-style-type: none"> General Administration & Organisation Email & Diary Management Research & Data Capturing Documents & Scheduling Travel Management & Booking Project Management Proofreading Customer Service 	<p>Industry Experience</p> <ul style="list-style-type: none"> Administration & Support Services Art & Design Charities & Social Services
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Work Experience

<p>Jan 2021 - Current</p>	<p>Virtual Assistant Outsourcery</p> <ul style="list-style-type: none"> 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.
<p>May 2019 - Jul 2021</p>	<p>Executive Assistant to the Directors Grande Roche Hotel</p> <ul style="list-style-type: none"> 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.
<p>Jun 2016 - Apr 2019</p>	<p>Food and Beverage Coordinator, Junior Banqueting Coordinator, Guest Services Agent Grande Roche Hotel</p> <ul style="list-style-type: none"> 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.
<p>Feb 2016 - May 2016</p>	<p>Project Coordinator Language Inc.</p> <ul style="list-style-type: none"> 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

<p>BTech in Hospitality Management Tshwane University of Technology</p>	<p>Diploma in Hospitality Management Tshwane University of Technology</p>
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YES, I WANT TO PROCEED WITH THIS CANDIDATE

NO, PLEASE SHARE MORE PROFILES

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!

