

# Claire Walker

Virtual Assistant

I am a dedicated and detail-oriented Executive Assistant and Operations Manager with over 26 years of experience supporting senior executives and managing complex administrative functions. Proven ability to streamline processes, enhance productivity, and manage relationships across various sectors, including finance and marketing.



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## Skills and Experience

### Technical skills & Software tools

- MS Excel, Word, PowerPoint & G-Suite
- Xero, Pastel, Sage & QuickBooks
- Hubspot, Zoho & Pipedrive
- Monday.com
- Slack & Calendly
- Mailchimp
- WordPress
- Chat GPT

### Professional skills

- General Administration & Organisation
- Email & Diary Management
- Project Management
- Travel Management & Booking
- Event Planning
- Data Capturing & Proofreading
- Bookkeeping
- HR & Recruitment
- Sales & Customer Service
- Public Relations

### Industry Experience

- Administration & Support Services
- Art & Design
- Business Management & Consulting
- Coaching
- Customer Service
- Defense & Security
- Electronics & Technology
- Energy & Utilities
- Entertainment & Event Management
- Finance
- Hospitality
- Industrial & Manufacturing
- Pet & Animals
- Property
- Travel & Tourism

## Work Experience

Aug 2021 - Current

### Virtual Assistant

Outsourcery

- Serve as a Virtual Executive Assistant for clients in the UK and Germany, enhancing operational efficiency across various industries.
- Manage key accounts in the financial sector, utilizing tools such as Xero, Dext, Palantir, TIS, and Workday.
- Provide executive support using HubSpot, Zoho, and internal HR systems.

Jul 2019 - Current

### Virtual Executive Assistant

Premier VIP International

- Develop branding and marketing strategies while providing high-level personal assistance.
- Coordinate production schedules and manage client communications.

Mar 2016 - Mar 2019

### Virtual Assistant

International Family

- Managed visa applications and travel arrangements, ensuring compliance with regulations.
- Oversaw property management tasks, enhancing operational effectiveness.

May 2004 - Current

### Part-time Operations/Admin Manager

SurePure Marketing S.A. (Pty) Ltd

- Oversee logistics for local and international shipments, coordinating with agents on customs and import/export duties.
- Manage HR functions, including staff performance reviews and recruitment processes.
- Collaborate with sales and marketing to strengthen client relationships, design promotional materials, and manage the company website.
- Lead IT initiatives, ensuring server maintenance and security for staff operations.
- Coordinate shareholder relations, organizing meetings and distributing documentation.
- Execute event planning for exhibitions and corporate events, including staffing and logistics.

Feb 1998 - Apr 2004

### Admin Manager/Client Services

Absa Bank Limited

- Delivered telephonic client support for the Western Cape, ensuring high satisfaction rates.
- Spearheaded training programs for regional admin managers, enhancing operational standards.
- Managed client contracts and facilitated travel arrangements for staff.
- Received an achievement award for creating a database of all the Western Cape Electronic Banking clients, which was used as a template for all the other Absa regions.

## Education & Certifications



**N4 Certificate in Business Administration**

South Peninsula College

