

# Gayann Buys

Virtual Assistant

I started my career as a sales professional and quickly progressed to a managerial position, eventually becoming an entrepreneur and owning my own companies. I am known for my diligence and drive, and I excel in improving operations and ensuring success. My adaptable nature and commitment to excellence have made me a versatile and skilled professional in whatever I do. I enjoy challenges and take pleasure in planning, organising, and structuring. I am always open to learning new skills and implementing automated solutions that reduce overhead costs and promote efficiency.



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## Skills and Experience

### Technical skills & Software tools

- ➔ MS Excel, Word, PowerPoint
- ➔ HubSpot
- ➔ ClickUp
- ➔ Xero
- ➔ Github
- ➔ Uizard
- ➔ ChatGPT
- ➔ Etsy
- ➔ Pinterest

### Professional skills

- ➔ General Administration & Organisation
- ➔ Minute Taking
- ➔ Email Management
- ➔ Research & Data Capturing
- ➔ Bookkeeping
- ➔ HR
- ➔ Customer Service

### Industry Experience

- ➔ Administration & Support Services
- ➔ Customer Service
- ➔ Education
- ➔ Family & Parenting
- ➔ Property
- ➔ PR & Communications

## Work Experience

Sep 2023 -Current

### Virtual Assistant

Outsourcery

- ➔ Handle fines from different UK boroughs and/or counties quickly and efficiently, preventing surcharges.
- ➔ Challenge each PCN by forwarding Drive Simple and client details and attaching required agreements.
- ➔ Utilise Excel spreadsheets to manage and track past PCNs.
- ➔ Streamline processes by adding changes to an Excel spreadsheet.
- ➔ Invoice clients using Chargebee and make payments using the Pleo app with virtual cards.
- ➔ Email correspondence with clients.
- ➔ Property Management.
- ➔ CRM management on Hubspot, including organising lists, contact details, and inputting data using ChatGPT.
- ➔ Email campaigns, including sending newsletters and managing responses.

#### Recent Experience & Projects

##### Property Management & Workflow Optimisation

- ➔ Supporting a client in the property management industry with high-volume messaging and task coordination using ClickUp, enhancing efficiency and workflow automation.
- ➔ Developed and refined skills in Xero for financial and accounting tasks.
- ➔ Applied Uizard for designing an app-related form builder, improving UI/UX concepts and workflow visualization.
- ➔ Used GitHub for version control and collaboration on projects.

Jan 2023 - Current

### Robotics Teacher

Various Schools

- ➔ Teaching Coding and Robotics to Grade 1 to Grade 6 classes.

2007 - Current

### Virtual Assistant and Property Manager

Personal Client (Property Management - Dubai & London)

- ➔ Oversee all maintenance and work completed on client's homes in South Africa.
- ➔ Scheduling and overseeing maintenance and installation work required, including arranging call-outs and quotes.
- ➔ Source products and materials for custom projects.
- ➔ Managing all correspondence and arrangements between client and the tenants, including lease agreements, rental increases, notice to vacate property and assistance with new tenants.
- ➔ Personal ad-hoc property inspections, and annual inspections together with client to ensure houses are up kept and in good condition.
- ➔ Ensure all work is completed and in good order.
- ➔ Complete and maintain my client's books for each house.
- ➔ Processing payments.

2007 - 2021

### Business Owner

Regardez Salvage

- ➔ Manage all correspondence with clients and contracted companies, averaging 400 claims and clients per month.
- ➔ Arranging and managing collection and sales of items.
- ➔ Managing the company's master spreadsheet, including claim numbers, client names, addresses, contact numbers, items collected, mileage costs, sales made & salaries paid.
- ➔ Maintain all company paperwork and record keeping.
- ➔ Completing company books.
- ➔ Processing of salaries.
- ➔ Scheduling of appointments and diary management.
- ➔ Ordering of office supplies.

2003 - 2007

### Assistant to Estate Agent

Maxine Poisson Estate Agents

- ➔ Assisting an Estate Agent responsible for 210 houses in a golf Estate.
- ➔ Arranging all appointments between clients and Employer.
- ➔ Communicating on behalf of the client with suppliers.
- ➔ Scheduling of private appointments, including her children's Drs appointments, tutors, arranging collection of children and dropping children off from school, etc.
- ➔ Creating and managing Excel sheet schedules with her sales and rentals, including percentages paid out to other Agents, balances, creditors & debtors.

Jan 2002 - Jan 2003

### Payroll Officer

Pineglades

Before I joined the company, the Excel system in place was complex and inefficient. To improve this, I introduced a streamlined approach that organised the spreadsheets into distinct sections, greatly reducing workload. This involved creating a master sheet connected to seven supplementary sheets, enabling seamless data importation. The new system proved highly effective and was easily deployable on an international scale.

- ➔ Responsible for PAYE Payroll system for 464 employees.
- ➔ Digitalising archived payroll details to enable easier operations.

## Education & Certifications



Certificate in Data Management



Certificate in Payroll VIP



Certificate in Word and Excel



Diploma in South African Sign Language

