

Kelly Grainger

Virtual Assistant

I am a positive, motivated individual with 16 years of experience in finance, student accounts, and administration within a tertiary institution. I thrive on helping others succeed while continuously seeking opportunities to grow and improve. Whether working independently or in a team, I excel by maintaining a proactive and adaptable approach. I embrace new challenges and am committed to refining workflows to achieve smarter, more efficient outcomes. In my free time, I enjoy baking, walking my dogs on the beach, and spending quality time with friends and family.



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Skills and Experience

Technical skills & Software tools

- ➔ MS Word, Excel, PowerPoint
- ➔ Asana
- ➔ Canva
- ➔ Facebook, Instagram & TikTok
- ➔ YouTube
- ➔ LinkedIn

Professional skills

- ➔ General Administration & Organisation
- ➔ Email & Diary Management
- ➔ Creative Problem Solving

Industry Experience

- ➔ Administration & Support Services
- ➔ Finance

Work Experience

Nov 2022 - Current

Virtual Assistant

Outsourcery

- ➔ Managed executives' diaries, ensuring optimal scheduling and prioritisation of appointments and meetings.
- ➔ Oversaw inbox management and organisation, and responded promptly to emails.
- ➔ Cultivated and maintained strong client relationships, ensuring satisfaction and fostering long-term partnerships.
- ➔ Handled daily banking activities and payment reconciliations, ensuring accurate financial tracking.
- ➔ Uploaded and processed receipts and invoices, maintaining up-to-date financial records.
- ➔ Registered and matched invoices to corresponding payments, ensuring accuracy and compliance with financial protocols.
- ➔ Followed up on goods receipts, ensuring seamless matching of invoices for timely processing
- ➔ Successfully managed complex scheduling, diary management, and email correspondence for multiple clients, ensuring timely responses and effective communication across multiple teams. This led to improved client satisfaction and a significant reduction in missed meetings or deadlines.

Sep 2013 - Mar 2022

Finance Administrator

Vega

- ➔ Managed debtor accounts by reviewing student age analysis and proactively following up on outstanding payments.
- ➔ Performed daily finance administration, including banking, payment allocation to accounts, and receipting payments made on campus.
- ➔ Addressed and resolved student and parent queries promptly, ensuring a high level of satisfaction.
- ➔ Generated invoices for new and current students, ensuring accuracy and timely distribution.
- ➔ Coordinated staff and student claims, verifying paperwork before submitting to head office for payment.
- ➔ Assisted with onboarding new staff, processing leave forms, and managing lecture claims for payout.
- ➔ Supported the planning and execution of campus functions and events, ensuring smooth organisation and delivery.
- ➔ Played a key role in the finance department by handling all incoming payments and resolving financial discrepancies. This contributed to the smooth operation of the institution's finance department and enhanced client satisfaction.

Aug 2008 - Aug 2013

Credit Controller

Varsity College

- ➔ Proactively followed up on debtor accounts to ensure timely payments and reduce outstanding balances.
- ➔ Maintained accurate finance filing systems for efficient record-keeping and easy retrieval.
- ➔ Provided cashier relief, ensuring smooth operations during peak times.
- ➔ Performed daily banking tasks, including capturing and reconciling bank statements for accurate financial tracking.
- ➔ Allocated payments to accounts promptly, ensuring accurate and up-to-date records.
- ➔ Assisted the Campus Accountant with various ad hoc duties, contributing to the efficient running of the department.
- ➔ Played a key role in the finance department by handling all incoming payments and resolving financial discrepancies. This contributed to the smooth operation of the institution's finance department and enhanced client satisfaction.

Mar 2006 - Aug 2008

Finance Support & Cashier

Varsity College

- ➔ Processed all incoming payments, including cash, card, and cheque transactions, ensuring accuracy and timely receipting.
- ➔ Coordinated outsourcing of printing services for lecturers and staff, ensuring quality and timely delivery.
- ➔ Provided support to the finance team and bookkeeper with various financial tasks, ensuring smooth operations.
- ➔ Addressed and resolved statement queries promptly, ensuring customer satisfaction and accurate records.
- ➔ Followed up on rejected debit orders, ensuring proper resolution and minimal disruption to financial processes.
- ➔ Managed reception duties, including answering the switchboard, taking messages, and greeting visitors professionally.
- ➔ Assisted with various in-office administrative tasks, providing general support to staff as needed to maintain a smooth workflow

Education & Certifications



Diploma in Event Management

Varsity College



Certificate in Basic Principles of PR

Varsity College



Certificate in TV presenting and Drama

Damelin

Client Reviews

Candice-Lynne Barker

Kelly was very helpful last week with the event deadline - would not have been done without her.

