

# Mandi Boucher

Virtual Assistant

I am an energetic and empathetic professional with a strong eye for detail and a passion for delivering value in everything I do. Thriving in fast-paced environments, I am adaptable and always eager to take on new challenges and grow both personally and professionally. With extensive experience in sales, I am confident in my ability to communicate effectively with individuals at all levels. I take pride in going the extra mile to make meaningful contributions and enhance the experience of those around me. Outside of work, I enjoy yoga, baking, crocheting, spending quality time with my family, hiking, and creating memories.



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## Skills and Experience

### Technical skills & Software tools

- MS Office & G-Suite
- Salesforce
- Canva
- Quickbooks
- Stripe
- Wordpress & Wix
- Etsy & WooCommerce
- Read AI, Otter.ai, Fireflies.ai & ChatGPT
- Slack
- Trello, Monday.com, ClickUp & Asana
- Todoist & Clockify
- Mailchimp
- LinkedIn
- Facebook, Instagram, X
- Pinterest & YouTube

### Professional skills

- General Administration & Organisation
- Email & Diary Management
- Project Management
- Travel Management & Booking
- Event Planning
- Lead Prospecting, Sales & Cold Calling
- Networking
- Research & Data Capturing
- Proofreading
- Customer Service
- Recruitment

### Industry Experience

- Administration & Support Services
- Architecture & Construction
- Customer Service
- FMCG, Retail & Consumer Goods
- Healthcare, Medical, Health & Wellness
- Industrial & Manufacturing
- Sales

## Work Experience

- Jul 2023 - Current

### Virtual Assistant

Outsourcery

  - Manage daily administrative tasks, including email, calendar, and document management.
  - Organise office systems and files for easy access, using tools like Salesforce, Monday, Trello, Asana, Canva, ClickUp, and e-commerce platforms like Etsy.
  - Utilise Salesforce and CRM systems to manage client lists, track interactions, and maintain accurate records.
  - Coordinate projects, including event planning, book printing, and production, collaborating with team members to meet deadlines and objectives.
  - Build and maintain positive client relationships through excellent service, in a professional and approachable manner.
  - Manage travel arrangements, including booking flights, accommodation, and transportation, ensuring cost-effective solutions.
  - Handle sensitive information with discretion and maintain confidentiality at all times.
  - Streamline office systems to improve efficiency, including email, document management, and social media upkeep.
  - Support high-level executives by maintaining records, preparing corporate documents, and executing tasks with precision to reduce errors.
  - Adapt to changing priorities and flexible hours in a fast-paced work environment to support the team's needs.
- Aug 2022 - Nov 2022

### Customer Sales and Service Associate

HandyMetrics

  - Worked remotely using Amazon Appstream, ensuring seamless customer service and support.
  - Maintained strong customer relationships by promptly responding to inquiries and accurately documenting actions taken.
  - Prepared for customer qualification calls by researching the organisation and contact details, updating Salesforce, and creating Trello cards for task tracking.
  - Addressed customer inquiries by thoroughly reviewing past interactions, gathering necessary information, and ensuring the customer's understanding of the provided solutions.
  - Documented customer inquiries and responses in Salesforce, Trello, and the Excel database, ensuring accurate and up-to-date records.
  - Prepared and managed quotations and contracts for renewals, ensuring clarity and accuracy.
  - Organised key documentation, including quotations, renewal quotes, and sales contracts, for easy access and reference.
  - Resolved customer issues efficiently, providing timely solutions and enhancing satisfaction.
  - Expanded professional knowledge by actively participating in educational opportunities and staying updated on industry trends.
  - Utilised tools such as Salesforce, Trello, Asana, Amazon Appstream, Google, Zoom, Grasshopper, and LinkedIn to streamline tasks and communication.
- Oct 2021 - Jan 2022

### Business Owner

La Boheme Boutique

  - Successfully launched a pop-up shop in Umdloti, featuring a curated selection of products from talented female entrepreneurs. The store offered a beautiful range of handmade items, including organic skincare, clothing, crystals, macramé, natural soaps and candles, incense, and more.
- Oct 2021 - Current

### Online Image Creator

Boam.com

  - Worked remotely to review and curate content on a specific topic, selecting the best options for promotion and presentation.
  - Researched and assessed engaging, valuable content to ensure its accessibility across both desktop and mobile versions of the platform.
- Jun 2019 - Jul 2019

### Personal Assistant

Bidvest Insurance

  - Held a one-month contract as Personal Assistant to MD Phil Donnelly, providing comprehensive administrative support.
  - Managed the MD's calendar, screened phone calls, and welcomed visitors with a professional and friendly approach.
  - Coordinated office supply orders and maintained the conference room, ensuring it was set up and stocked with refreshments for meetings.
  - Ensured the bar and kitchen areas were consistently well-stocked and organised.
  - Accurately recorded and transcribed meeting minutes, ensuring key points and actions were documented.
  - Supported data reconciliation for the MD and business team, attending meetings and preparing reports based on meeting minutes.
  - Coordinated travel arrangements, including booking accommodation, flights, and car rentals for the MD and executive team.
  - Collaborated with the Marketing department to manage promotional tasks, including collecting, packaging, and distributing items to various branches.
  - Demonstrated flexibility by taking on a wide range of responsibilities, efficiently managing tasks outside the core role as needed.
- Jan 2019 - Sep 2021

### Assistant Manager

The Trading Post Thrift and Charity Shop

  - Assisted with customer service and donor care, providing stock availability information and processing donations at the door and till.
  - Supported the sorting and preparation of pre-loved donated items, including steaming, cleaning, ticketing, and pricing.
  - Collaborated with the Shop Manager to ensure stock control, proper pricing, and rotation procedures were followed while displaying goods and maintaining high display and housekeeping standards.
  - Ensured the shop's internal and external displays were always at a high standard.
  - Maintained a clean, organised, and tidy shop environment through consistent housekeeping practices.
  - Delivered exceptional customer service to both donors and customers, ensuring a positive and welcoming experience.
- Jun 2015 - Oct 2017

### Sales Representative and Branch Manager

Armco RSP Superlite

  - Oversaw the operations of the Durban Depot, including managing debtors, petty cash, staff, and sales representation, while handling key accounts.
  - Monitored stock levels and conducted weekly stock counts to ensure inventory accuracy.
  - Coordinated logistics to ensure timely and efficient delivery of goods.
  - Visited contractors at various sites across KwaZulu-Natal and Swaziland to provide support and build relationships.
  - Developed and maintained strong relationships with road construction companies, civil engineers, road contractors, and SANRAL (South African National Roads Agency Limited).
- Jan 2010 - May 2015

### Sales Representative

3M South Africa

  - Managed KZN Distributors and end-users for the Industrial Division, specialising in Tapes, Adhesives, and Abrasives.
  - Consistently exceeded annual sales targets through effective category management and data-driven analysis.
  - Built strong relationships with buyers, marketing teams, field staff, and operations teams to drive business success.
  - Developed and implemented annual business plans to meet objectives, support growth, and launch new products and promotions.
  - Collaborated with the National Account Team, Channel Marketing, 3M Field Sales, and manufacturer representatives to drive core and promotional programs from headquarters to retail level.
  - Focused on distributor sales, providing extensive mentorship, product training, and regular site visits to end users.
  - Oversaw the Adhesive and Abrasive divisions, ensuring strong performance and product knowledge.
  - Worked closely with key distributors, including Coastland Sales, Magnette Electrical & Industrial Suppliers, Quick Industrial, and Tape Shapes, to enhance product reach and sales effectiveness.
- Apr 2007 - Oct 2009

### Sales Representative

Pac Rite Plastics

  - Managed a diverse customer base of over 90 clients, ensuring their needs were consistently met.
  - Expanded the customer base through proactive cold calling and relationship-building efforts.

## Education & Certifications

**Diploma in Human Resources**

Damelin College

**Certificate in Sales & Marketing Management**

Damelin College