



Mandi Bower

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.



Skills and Experience

<p>Technical skills & Software tools</p> <ul style="list-style-type: none"> 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 	<p>Professional skills</p> <ul style="list-style-type: none"> 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 	<p>Industry Experience</p> <ul style="list-style-type: none"> Administration & Support Services Architecture & Construction Customer Service FMCG, Retail & Consumer Goods Healthcare, Medical, Health & Wellness Industrial & Manufacturing Sales
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Work Experience

<p>Jul 2023 - Current</p>	<p>Virtual Assistant Outsourcery</p> <ul style="list-style-type: none"> 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.
<p>Aug 2022 - Nov 2022</p>	<p>Customer Sales and Service Associate HandyMetrics</p> <ul style="list-style-type: none"> 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.
<p>Oct 2021 - Jan 2022</p>	<p>Business Owner La Boheme Boutique</p> <ul style="list-style-type: none"> 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.
<p>Oct 2021 - Current</p>	<p>Online Image Creator Boam.com</p> <ul style="list-style-type: none"> 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.
<p>Jun 2019 - Jul 2019</p>	<p>Personal Assistant Bidvest Insurance</p> <ul style="list-style-type: none"> 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.
<p>Jan 2019 - Sep 2021</p>	<p>Assistant Manager The Trading Post Thrift and Charity Shop</p> <ul style="list-style-type: none"> 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.
<p>Jun 2015 - Oct 2017</p>	<p>Sales Representative and Branch Manager Armco RSP Superlite</p> <ul style="list-style-type: none"> 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).
<p>Jan 2010 - May 2015</p>	<p>Sales Representative 3M South Africa</p> <ul style="list-style-type: none"> 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, Magnet Electrical & Industrial Suppliers, Quick Industrial, and Tape Shapes, to enhance product reach and sales effectiveness.
<p>Apr 2007 - Oct 2009</p>	<p>Sales Representative Pac Rite Plastics</p> <ul style="list-style-type: none"> 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

<p></p> <p>Diploma in Human Resources</p> <p>Damelin College</p>	<p></p> <p>Certificate in Sales & Marketing Management</p> <p>Damelin College</p>
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YES, I WANT TO PROCEED WITH THIS CANDIDATE

NO, PLEASE SHARE MORE PROFILES

