



# Marlene Jacobs

Virtual Assistant

I am an accomplished, knowledgeable, and versatile Operational Finance Specialist with over 20 years of experience. My diverse set of skills also covers excellent planning and organising. I possess the ability to take initiative and manage time effectively. I am dedicated, focused, accurate, and detail-oriented, always striving to deliver more than expected. I am known for building strong working relationships and am committed to being a confident and respected member of my environment.



## Skills and Experience

<p><b>Technical skills &amp; Software tools</b></p> <ul style="list-style-type: none"> <li>MS Excel &amp; Word</li> <li>Xero</li> <li>Stripe</li> <li>LinkedIn</li> <li>Shopify</li> <li>Facebook &amp; TikTok</li> <li>CoPilot</li> </ul>	<p><b>Professional skills</b></p> <ul style="list-style-type: none"> <li>General Administration</li> <li>Email &amp; Diary Management</li> <li>Travel Management &amp; Booking</li> <li>Documents &amp; Scheduling</li> <li>Bookkeeping</li> <li>Project Management</li> <li>Customer Service</li> <li>Research &amp; Data Capturing</li> </ul>	<p><b>Industry Experience</b></p> <ul style="list-style-type: none"> <li>Administration &amp; Support Services</li> <li>Customer Service</li> <li>Finance</li> <li>FMCG, Retail &amp; Consumer Goods</li> <li>Healthcare, Medical, Health &amp; Wellness</li> <li>Industrial &amp; Manufacturing</li> <li>Trade - Export / Import</li> <li>Transportation</li> </ul>
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## Work Experience

<p><b>Nov 2022 - Current</b></p>	<p><b>Virtual Assistant</b> Outsourcery</p> <p><b>Accounts Payable (eAircraft Industry):</b></p> <ul style="list-style-type: none"> <li>Managed the Full accounts payable process, focusing on high-value invoices (€2,000+).</li> <li>Verified GRs to match Invoices for payment.</li> <li>Approved new business partners and confirmed bank details for suppliers and employees.</li> <li>Resolved invoice discrepancies (amounts, currencies, VAT codes) and followed up on queries.</li> <li>Assisted with weekly reports on urgent invoices and supported the Boeing account due to its high volume.</li> <li>Attended finance meetings and ensured all invoices (except QB) were registered and matched.</li> <li>Achieved recognition from the client for efficiently resolving GRs and innovating a streamlined process for QB invoicing, demonstrating a commitment to working smarter, not harder while delivering exceptional client satisfaction.</li> </ul> <p><b>Financial Administrator (Psychology and Coaching Firm):</b></p> <ul style="list-style-type: none"> <li>Reconciled daily bank transactions in Xero and allocated Stripe payments.</li> <li>Submitted invoices to medical insurance and updated patient appointments in Accuity.</li> <li>Monitored PayPal for payments and processed Facebook ad invoices monthly.</li> <li>Sent weekly statements and addressed patient queries.</li> </ul>
<p><b>Apr 2015 - Nov 2022</b></p>	<p><b>Operational Finance Specialist &amp; various logistic roles</b> DSV Air &amp; Sea</p> <p><b>Logistics Coordinator &amp; PA to Warehouse Manager</b></p> <p>Managed daily stock loss reporting with three direct reports and was solely responsible for raising invoices and credits. Key responsibilities included:</p> <ul style="list-style-type: none"> <li>Overseeing warehouse stock billings for Makro, Game, and other group companies.</li> <li>Comparing stock sheets with system quantities daily.</li> <li>Coordinating intercompany stock transfers.</li> <li>Processing repair documentation, verifying serial numbers, and booking items before sending them to the workshop.</li> <li>Sending unbilled and job closure reports to the warehouses and projects teams.</li> <li>Approving walk-in repairs and returns.</li> <li>Preparing weekly Excel reports for management on stock losses, gains, repairs, and returns.</li> </ul> <p><b>Operational Finance Specialist:</b></p> <p>Managed Fixed Assets and Budgets for the Warehouse and Projects teams, with responsibilities including:</p> <p><b>Daily and Weekly Reporting:</b></p> <ul style="list-style-type: none"> <li>GP reports, shipment charges, unbilled jobs, intercompany reports, AR/AP payments, employee lists, and expense accruals.</li> <li>Reviewed and reported on packaging, loading, and shipment analyses, ensuring data accuracy and charge recovery.</li> </ul> <p><b>Procurement and Financial Oversight:</b></p> <ul style="list-style-type: none"> <li>Raised purchase orders, managed accruals, and approved supplier invoices.</li> <li>Verified monthly cellphone accounts, allocated temp employee costs, and processed petty cash.</li> <li>Ensured provisions, corrections, and journal entries for accurate GL reporting.</li> </ul> <p><b>Operational Support:</b></p> <ul style="list-style-type: none"> <li>Coordinated insurance for oil and gas shipments and corrected Cargo Wise system errors.</li> <li>Managed new vendor setup, manual payments, and remittance processes.</li> </ul> <p><b>Budget and Cost Control:</b></p> <ul style="list-style-type: none"> <li>Provided detailed insights into run-offs, high margins, losses, and client trade fluctuations.</li> <li>Prepared monthly SA Top-Up Files and ensured proper cost centre allocations.</li> </ul> <p><b>Import Controller – Zambia and Malawi</b></p> <p>Oversaw shipment coordination and logistics with key responsibilities including:</p> <p><b>Shipment Management:</b></p> <ul style="list-style-type: none"> <li>Booking shipments with shipping lines and updating details upon receiving Shipping Instructions and VGM.</li> <li>Ensuring timely submission of original bills/Seaway Bills and shipping documents to the port.</li> </ul> <p><b>Port and Delivery Coordination:</b></p> <ul style="list-style-type: none"> <li>Monitoring ETAs, informing clients of changes, and requesting delivery orders before container release.</li> <li>Manage clearing processes, invoice the billing party, and issue transport orders for cargo collection.</li> </ul> <p><b>Documentation and Compliance:</b></p> <ul style="list-style-type: none"> <li>Ensuring accurate documentation for border clearance and uploading completed records, including PODs, in Cargo Wise.</li> </ul> <p><b>Tracking and Reporting:</b></p> <ul style="list-style-type: none"> <li>Daily tracking of containers and trucks and providing updates to clients upon request.</li> </ul> <p><b>Vendors Controller – Sub-Sahara</b></p> <p>Managed vendor debit recoveries and transporter accounts across Zimbabwe, Malawi, Zambia, Botswana, and Dar es Salaam. Key responsibilities included:</p> <ul style="list-style-type: none"> <li>Ensuring all vendor debts were recovered.</li> <li>Coordinating transporter payments bi-monthly and managing monthly account payments.</li> <li>Reviewing unrecovered invoices, passing them to controllers for inclusion in files or raising queries if invalid.</li> <li>Working towards monthly targets set by the Managing Director.</li> <li>Received a Certificate and Bonus for Employee of the Quarter for moving 48 - 40F Containers from Durban port to Zambia in less time than expected.</li> </ul>
<p><b>Nov 2014 - Mar 2015</b></p>	<p><b>Senior Creditors Clerk (Foreign Netting)</b> DB Schenker</p> <p><b>Full Function Creditors:</b></p> <ul style="list-style-type: none"> <li>Managed 58 intercompany creditor accounts, including a monthly transit account.</li> <li>Maintained and updated the Netting Excel Sheet monthly.</li> <li>Collaborated with operations to ensure timely invoice processing.</li> </ul>
<p><b>Apr 2014 - Nov 2014</b></p>	<p><b>Invoicing Clerk / Administration</b> UTI Freight Forwarding</p> <p><b>Air and Ocean Import Invoicing:</b></p> <ul style="list-style-type: none"> <li>Initially managed air shipment invoicing before transitioning to exclusively handling ocean shipment invoicing for the Robert Bosch account.</li> <li>Assisted with queries, inbound documentation, and creating "Parent Shipments" for consolidations, linking related shipments.</li> <li>Supported documentation batching and proactively learned from colleagues during downtime to broaden skills.</li> </ul>
<p><b>May 2012 - Nov 2013</b></p>	<p><b>Cashbook Controller and Creditors</b> Reckitt Benckiser (FMCG)</p> <p><b>Bank Reconciliations and Financial Administration:</b></p> <ul style="list-style-type: none"> <li>Managed bank reconciliations for Absa (2,500 entries/month) and Standard Bank (600 entries/month) using Excel.</li> <li>Oversaw full-function cashbook, including monitoring daily balances, and cash flows, and administering money market accounts.</li> <li>Handled all bank-related queries, adding/removing employees for online banking and updating signatories.</li> <li>Coordinated monthly bank meetings and loaded new company credit cards on Standard Bank.</li> <li>Downloaded and updated exchange rates daily in JDE.</li> </ul> <p><b>Expense Management and Allocations:</b></p> <ul style="list-style-type: none"> <li>Administered local and international travel expenses and paid e-expenses weekly.</li> <li>Approved, processed, and balanced credit card accounts and handled COD accounts.</li> <li>Allocated payments to the correct business units and reconciled the General Ledger weekly.</li> </ul> <p><b>Creditors and Reporting:</b></p> <ul style="list-style-type: none"> <li>Managed monthly creditor reconciliations (local and foreign) totalling R30 million.</li> <li>Balanced intercompany (foreign) netting reports and coordinated monthly TB recon files.</li> <li>Handled Eqstra car rental, fuel accounts, and weekly banking for GS4 collections.</li> </ul>

## Education & Certifications

<p></p> <p><b>Higher Certificate in Financial Accounting</b></p> <p>Oxbridge Academy</p>	<p></p> <p><b>Good to Great Customer Care Excellence</b></p> <p>Mick McCormick</p>	<p></p> <p><b>Certificate in Time Management</b></p> <p>Labour Solutions</p>	<p></p> <p><b>Certificate in Excel Advance</b></p> <p>New Link Computer Skills</p>
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YES, I WANT TO PROCEED WITH THIS CANDIDATE

NO, PLEASE SHARE MORE PROFILES