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

Software tools

Technical skills &

- MS Excel & Word Xero
- Stripe
- Linkedin
- Shopify

→ Facebook & TikTok

- CoPilot

General Administration

Professional skills

- Email & Diary Management
- Travel Management & Booking Documents & Scheduling
- Bookkeeping
- Project Management Customer Service
- Research & Data Capturing

→ Administration & Support Services

Industry Experience

- Customer Service
- Finance
- FMCG, Retail & Consumer Goods Healthcare, Medical, Health & Wellness
- Industrial & Manufacturing
- → Trade Export / Import Transportation

Virtual Assistant

Work Experience

Nov 2022 -Current

Outsourcery

Accounts Payable (eAircraft Industry):

Managed the full accounts payable process, focusing on high-value invoices (€2,000+).

Resolved invoice discrepancies (amounts, currencies, VAT codes) and followed up on queries.

- Verified GRs to match invoices for payment. Approved new business partners and confirmed bank details for suppliers and employees.
- Assisted with weekly reports on urgent invoices and supported the Boeing account due to its high volume. Attended finance meetings and ensured all invoices (except QB) were registered and matched.
- 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.

Financial Administrator (Psychology and Coaching Firm):

- Reconciled daily bank transactions in Xero and allocated Stripe payments.
- Submitted invoices to medical insurance and updated patient appointments in Accuity. Monitored PayPal for payments and processed Facebook ad invoices monthly.
- Sent weekly statements and addressed patient queries.

2022

Apr 2015 - Nov

DSV Air & Sea

Operational Finance Specialist & various logistic roles

Managed daily stock loss reporting with three direct reports and was solely responsible for raising invoices and credits. Key responsibilities included:

Logistics Coordinator & PA to Warehouse Manager

- Overseeing warehouse stock billings for Makro, Game, and other group companies. Comparing stock sheets with system quantities daily.
- Coordinating intercompany stock transfers. Processing repair documentation, verifying serial numbers, and booking items before sending them to the
- workshop. Sending unbilled and job closure reports to the warehouses and projects teams.
- Preparing weekly Excel reports for management on stock losses, gains, repairs, and returns.

Operational Finance Specialist:

Approving walk-in repairs and returns.

Managed Fixed Assets and Budgets for the Warehouse and Projects teams, with responsibilities including:

Daily and Weekly Reporting:

GP reports, shipment charges, unbilled jobs, intercompany reports, AR/AP payments, employee lists, and expense accruals.

recovery.

Reviewed and reported on packaging, loading, and shipment analyses, ensuring data accuracy and charge

Procurement and Financial Oversight: Raised purchase orders, managed accruals, and approved supplier invoices.

Verified monthly cellphone accounts, allocated temp employee costs, and processed petty cash.

Operational Support:

Coordinated insurance for oil and gas shipments and corrected Cargo Wise system errors. Managed new vendor setup, manual payments, and remittance processes.

Provided detailed insights into run-offs, high margins, losses, and client trade fluctuations.

Budget and Cost Control:

Ensured provisions, corrections, and journal entries for accurate GL reporting.

<u>Import Controller – Zambia and Malawi</u>

Oversaw shipment coordination and logistics with key responsibilities including:

Prepared monthly SA Top-Up files and ensured proper cost centre allocations.

- Shipment Management: Booking shipments with shipping lines and updating details upon receiving Shipping Instructions and VGM. Ensuring timely submission of original bills/Seaway Bills and shipping documents to the port.
- Monitoring ETAs, informing clients of changes, and requesting delivery orders before container release. Manage clearing processes, invoice the billing party, and issue transport orders for cargo collection.

Ensuring accurate documentation for border clearance and uploading completed records, including PODs, in Cargo Wise.

Documentation and Compliance:

Port and Delivery Coordination:

Tracking and Reporting: Daily tracking of containers and trucks and providing updates to clients upon request.

<u>Vendors Controller – Sub-Sahara</u>

Managed vendor debit recoveries and transporter accounts across Zimbabwe, Malawi, Zambia, Botswana, and Dar es Salaam. Key responsibilities included:

- Ensuring all vendor debts were recovered. Coordinating transporter payments bi-monthly and managing monthly account payments.
- Reviewing unrecovered invoices, passing them to controllers for inclusion in files or raising queries if invalid. Working towards monthly targets set by the Managing Director. 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.

Senior Creditors Clerk (Foreign Netting) Nov 2014 - Mar DB Schenker

Full Function Creditors:

2015

Apr 2014 - Nov

2014

May 2012 - Nov

2013

Managed 58 intercompany creditor accounts, including a monthly transit account. Maintained and updated the Netting Excel Sheet monthly. Collaborated with operations to ensure timely invoice processing.

UTI Freight Forwarding Air and Ocean Import Invoicing:

shipments.

Initially managed air shipment invoicing before transitioning to exclusively handling ocean shipment invoicing for the Robert Bosch account. Assisted with queries, inbound documentation, and creating "Parent Shipments" for consolidations, linking related

Invoicing Clerk / Administration

- Supported documentation batching and proactively learned from colleagues during downtime to broaden skills.
- **Cashbook Controller and Creditors** Reckitt Benckiser (FMCG)

Bank Reconciliations and Financial Administration: Managed bank reconciliations for Absa (2,500 entries/month) and Standard Bank (600 entries/month) using Excel.

Oversaw full-function cashbook, including monitoring daily balances, and cash flows, and administering money market accounts.

Handled all bank-related queries, adding/removing employees for online banking and updating signatories. Coordinated monthly bank meetings and loaded new company credit cards on Standard Bank. Downloaded and updated exchange rates daily in JDE.

Expense Management and Allocations:

Administered local and international travel expenses and paid e-expenses weekly. Approved, processed, and balanced credit card accounts and handled COD accounts.

Allocated payments to the correct business units and reconciled the General Ledger weekly.

Creditors and Reporting:

- Managed monthly creditor reconciliations (local and foreign) totalling R30 million. Balanced intercompany (foreign) netting reports and coordinated monthly TB recon files. Handled Eqstra car rental, fuel accounts, and weekly banking for GS4 collections.

Education & Certifications

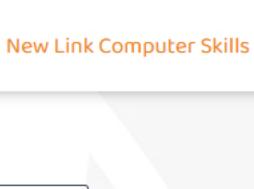




Good to Great Customer



Certificate in Time



Certificate in Excel

Advance

YES, I WANT TO PROCEED WITH THIS CANDIDATE

NO, PLEASE SHARE MORE PROFILES







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