

# Michaela Reynolds

Virtual Assistant

Dynamic and organised Virtual Assistant with years of experience providing comprehensive administrative support to clients across various industries, including assisting directors. Skilled in managing calendars, coordinating meetings, handling correspondence, and executing tasks efficiently to enhance productivity. Seeking to leverage expertise and proficiency in virtual assistance to contribute to the success of a diverse range of clients.



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## Skills and Experience

### Technical skills & Software tools

- MS Office & G-Suite
- Sage & QuickBooks
- Trello, ClickUp & Monday.com
- Slack, Calendly & RingCentral
- ChatGPT, Fathom, Firefiles & Perplexity
- HubSpot & Salesforce
- Mailchimp
- Clockify
- Canva
- Wordpress & Wix
- LinkedIn
- Facebook, Instagram, TikTok
- Pinterest & YouTube

### Professional skills

- General Administration & Organisation
- Research & Data Capturing
- Email & Diary Management
- HR & Recruitment
- Documents & Scheduling
- Minute Taking
- Lead Prospecting
- Customer Service
- Proofreading

### Industry Experience

- Administration & Support Services
- Advertising & Marketing
- Healthcare, Medical, Health & Wellness
- Hospitality
- Property
- Travel & Tourism

## Work Experience

Jun 2024 - Current

### Virtual Assistant

Outsourcery

Jan 2021 - Current

### Virtual Assistant / Owner

The AdminPad

- Successfully supported HR operations through efficient administrative assistance.
- Achieved accuracy in maintaining up-to-date employee records and documentation.
- Assisted in implementing and communicating HR policies with measurable impact on compliance.
- Managed recruitment processes, successfully coordinating job postings, candidate screenings, and interview scheduling.
- Facilitated seamless onboarding experiences for new hires, enhancing their integration into the organisation.
- Contributed to the success of performance management initiatives by providing valuable administrative support.
- Conducted effective salary benchmarking, ensuring alignment with market standards and fostering employee satisfaction.
- Played a key role in delivering special HR projects, improving organisational processes and employee engagement.
- I have been instrumental in improving a client's lead generation and engagement on LinkedIn, which significantly increased connections and business inquiries.

Jan 2019 - Jan 2023

### Team Leader

Alliance Abroad

- Successfully oversaw the Teacher Department, supporting J1 teacher program participants and applicants.
- Achieved timely and accurate report generation, ensuring informed decision-making.
- Managed email communications efficiently, maintaining strong relationships with program participants.
- Audited applications meticulously, ensuring compliance with program requirements and standards.
- Collaborated effectively across departments to streamline operations and enhance team synergy.
- Conducted interviews with professionalism, selecting suitable candidates for the J1 teacher program.
- Delivered online English teaching sessions in Spain, contributing to educational excellence.
- Assessed and improved program processes, achieving enhanced efficiency and participant satisfaction.

2018 - 2018

### Personal Assistant

3iSolutions

- Successfully supported Company Directors as a Personal Assistant, ensuring seamless daily operations.
- Oversaw Human Resources functions, fostering positive employee engagement and satisfaction.
- Collaborated effectively with the Operations Manager to standardise and optimise company procedures.
- Managed email correspondence with precision, maintaining clear communication across all levels.
- Achieved efficient recruitment processes, sourcing and selecting top talent for the company.
- Delivered accurate and timely transcription services, supporting executive decision-making and documentation.

2016 - 2018

### Senior Personal Assistant

AVirtual

- Successfully managed a diverse portfolio of eight clients, delivering tailored solutions and maintaining consistent communication to exceed expectations.
- Provided comprehensive support, including efficient email and inbox management to ensure seamless operations.
- Created high-quality documents and presentations, showcasing attention to detail and creativity.
- Facilitated recruitment processes and offered HR assistance, contributing to effective team-building efforts.
- Generated accurate invoices and conducted thorough research to support client and team objectives.
- Designed compelling advertising materials and meticulously proofread content to maintain professional standards.
- Thrived in both independent and collaborative environments, adding significant value to team success.

2016 - 2016

### Receptionist/Office Administrator

Pillay Properties

- Successfully began my career at Pillay Properties as a Receptionist, progressing to the role of Office Administrator through dedication and skill development.
- Effectively managed filing and archiving systems, ensuring accuracy and accessibility of records.
- Organised diaries and scheduled appointments to streamline daily operations and improve time management.
- Prepared and typed professional documents, showcasing attention to detail and strong organisational skills.
- Handled client invoicing with accuracy and efficiency, maintaining positive client relationships.
- Created visually appealing brochures for online advertising, contributing to successful marketing efforts.
- Conducted property viewings and addressed client complaints promptly, enhancing customer satisfaction.
- Coordinated repair quotes and facilitated maintenance tasks, ensuring properties were well-managed and client needs were met.

## Education & Certifications

