

# Monique Gardner

Virtual Assistant

With nearly twenty years of experience running my own business, I possess a deep understanding of what it takes to manage operations and tackle day-to-day responsibilities. I thrive in organised environments, paying close attention to detail and precision, and am highly capable of working independently with minimal supervision.



DOWNLOAD PDF

## Skills and Experience

### Technical skills & Software tools

- ➔ MS Excel, Word, PowerPoint & G-Suite
- ➔ Xero & Sage
- ➔ Slack
- ➔ Clockify
- ➔ Calendly
- ➔ ChatGPT & Claude.AI
- ➔ Mailchimp
- ➔ Zoho
- ➔ WordPress
- ➔ Shopify

### Professional skills

- ➔ General Administration & Organisation
- ➔ Email & Diary Management
- ➔ Travel Management & Booking
- ➔ Minute Taking
- ➔ Research & Data Capturing
- ➔ Bookkeeping
- ➔ HR & Recruitment
- ➔ Customer Service
- ➔ Proofreading
- ➔ Project Management & Event Planning

### Industry Experience

- ➔ Administration & Support Services
- ➔ Business Management & Consulting
- ➔ Coaching
- ➔ Electronics & Technology
- ➔ Fashion & Beauty
- ➔ Finance
- ➔ Furniture & Interiors
- ➔ Hospitality
- ➔ Pet & Animals
- ➔ Travel & Tourism

## Work Experience

Oct 2021 - Current

### Virtual Assistant

Outsourcery

- ➔ Managed accounts receivable, including invoicing and debtors' control, ensuring timely payments.
- ➔ Processed accounts payable, handling supplier invoice processing, reconciliations, and compiling weekly payment lists.
- ➔ Conducted cashbook reconciliations to ensure accurate financial records.
- ➔ Efficiently managed the finance inbox, prioritising and responding to queries.
- ➔ Performed various administrative tasks, supporting smooth finance department operations.

Apr 2021 - Current

### Virtual Assistant

MGVA (Monique Gardner Virtual Assistant)

Providing various administrative and accounting support for clients as per below:

- ➔ Managed bookkeeping tasks including invoicing, debtor and creditor control, expenses, and financial reporting.
- ➔ Ensured POPI compliance, maintaining strict data protection protocols.
- ➔ Organised calendars and emails, optimising time management and communication efficiency.
- ➔ Coordinated travel arrangements and managed booking systems for seamless operations.
- ➔ Maintained and updated client databases, ensuring accurate and up-to-date information.
- ➔ Conducted research and provided general administrative support, enhancing operational efficiency.
- ➔ Led project management tasks, overseeing timelines and deliverables to meet objectives.
- ➔ Promoted client engagement through social media channels, focusing on Instagram and WhatsApp marketing.

Jan 2004 - Jan 2021

### Co-Owner and Director

Zomba Travel (Pty) Ltd T/A Harvey World Travel Zomba

- ➔ Managed accounting functions, overseeing both creditor and debtor accounts, generating management reports, and handling month-end and year-end processes.
- ➔ Ensured compliance with tax regulations, POPI, PCI-DSS, and industry standards (ASATA & IATA), maintaining up-to-date records and procedures.
- ➔ Led HR operations including recruitment, leave management, performance appraisals, training, and preparation of sales reports.
- ➔ Fostered strong client relationships, addressing corporate client needs, resolving complaints, and coordinating client events.
- ➔ Drove business development efforts through tender submissions and tailored client proposals.
- ➔ Managed marketing initiatives, including Facebook page management and email campaigns to engage and retain clients.
- ➔ Sourced, negotiated, and nurtured supplier relationships, ensuring cost-effective procurement and supply chain efficiency.
- ➔ Oversaw office management tasks, including the procurement and organisation of office supplies and equipment.

May 2002 - Sep 2003

### Human Resources Administrative Assistant

Standard Bank London

- ➔ Led key HR functions, including recruitment, training, and performance appraisals, to support employee development and departmental goals.
- ➔ Ensured strict adherence to the Data Protection Act and FSA regulations, maintaining compliance across HR operations.
- ➔ Delivered IT support for the HR department, troubleshooting technical issues and streamlining processes for greater efficiency.

Jul 2000 - Sep 2001

### Human Resources Assistant

Tokai Bank Europe Plc, London

- ➔ Facilitated daily operations of the HR department, ensuring smooth workflow and timely completion of tasks.
- ➔ Provided administrative and IT support, maintaining system functionality and supporting team efficiency.

Mar 1999 - Dec 1999

### Client Support / Administrator

Lovell White Durrant, London

- ➔ Delivered professional Meet and Greet services, ensuring a welcoming and seamless experience for clients attending meetings.
- ➔ Provided comprehensive IT and document support, including research, proofreading, and ensuring high-quality, accurate client deliverables.

Jun 1997 - Dec 1998

### System Administrator / Accounts Manager

Country Casuals, London

- ➔ Managed various accounting activities, including budget tracking, cheque runs, employee expense processing, company credit card reconciliations, and preparation of sales reports.
- ➔ Provided PC and software support to employees, troubleshooting issues and ensuring smooth operation of systems.

## Education & Certifications



Bachelor of Social Science

University of Cape Town, Cape Town, South Africa



Certificate in Website Development

SMLBT

