

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.


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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

