

# 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.



## Skills and Experience

<p><b>Technical skills &amp; Software tools</b></p> <ul style="list-style-type: none"> <li>MS Excel, Word, PowerPoint &amp; G-Suite</li> <li>Xero &amp; Sage</li> <li>Slack</li> <li>Clockify</li> <li>Calendly</li> <li>ChatGPT &amp; ClaudeAI</li> <li>Mailchimp</li> <li>Zoho</li> <li>WordPress</li> <li>Shopify</li> </ul>	<p><b>Professional skills</b></p> <ul style="list-style-type: none"> <li>General Administration &amp; Organisation</li> <li>Email &amp; Diary Management</li> <li>Travel Management &amp; Booking</li> <li>Minute Taking</li> <li>Research &amp; Data Capturing</li> <li>Bookkeeping</li> <li>HR &amp; Recruitment</li> <li>Customer Service</li> <li>Proofreading</li> <li>Project Management &amp; Event Planning</li> </ul>	<p><b>Industry Experience</b></p> <ul style="list-style-type: none"> <li>Administration &amp; Support Services</li> <li>Business Management &amp; Consulting</li> <li>Coaching</li> <li>Electronics &amp; Technology</li> <li>Fashion &amp; Beauty</li> <li>Finance</li> <li>Furniture &amp; Interiors</li> <li>Hospitality</li> <li>Pet &amp; Animals</li> <li>Travel &amp; Tourism</li> </ul>
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## Work Experience

<p><b>Oct 2021 - Current</b></p>	<p><b>Virtual Assistant</b> Outsourcery</p> <ul style="list-style-type: none"> <li>Managed accounts receivable, including invoicing and debtors' control, ensuring timely payments.</li> <li>Processed accounts payable, handling supplier invoice processing, reconciliations, and compiling weekly payment lists.</li> <li>Conducted cashbook reconciliations to ensure accurate financial records.</li> <li>Efficiently managed the Finance inbox, prioritising and responding to queries.</li> <li>Performed various administrative tasks, supporting smooth Finance department operations.</li> </ul>
<p><b>Apr 2021 - Current</b></p>	<p><b>Virtual Assistant</b> MGVA (Monique Gardner Virtual Assistant)</p> <p>Providing various administrative and accounting support for clients as per below:</p> <ul style="list-style-type: none"> <li>Managed bookkeeping tasks including invoicing, debtor and creditor control, expenses, and financial reporting.</li> <li>Ensured POPI compliance, maintaining strict data protection protocols.</li> <li>Organised calendars and emails, optimising time management and communication efficiency.</li> <li>Coordinated travel arrangements and managed booking systems for seamless operations.</li> <li>Maintained and updated client databases, ensuring accurate and up-to-date information.</li> <li>Conducted research and provided general administrative support, enhancing operational efficiency.</li> <li>Led project management tasks, overseeing timelines and deliverables to meet objectives.</li> <li>Promoted client engagement through social media channels, focusing on Instagram and WhatsApp marketing.</li> </ul>
<p><b>Jan 2004 - Jan 2021</b></p>	<p><b>Co-Owner and Director</b> Zomba Travel (Pty) Ltd T/A Harvey World Travel Zomba</p> <ul style="list-style-type: none"> <li>Managed accounting functions, overseeing both creditor and debtor accounts, generating management reports, and handling month-end and year-end processes.</li> <li>Ensured compliance with tax regulations, POPI, PCI-DSS, and industry standards (ASATA &amp; IATA), maintaining up-to-date records and procedures.</li> <li>Led HR operations including recruitment, leave management, performance appraisals, training, and preparation of sales reports.</li> <li>Fostered strong client relationships, addressing corporate client needs, resolving complaints, and coordinating client events.</li> <li>Drove business development efforts through tender submissions and tailored client proposals.</li> <li>Managed marketing initiatives, including Facebook page management and email campaigns to engage and retain clients.</li> <li>Sourced, negotiated, and nurtured supplier relationships, ensuring cost-effective procurement and supply chain efficiency.</li> <li>Oversaw office management tasks, including the procurement and organisation of office supplies and equipment.</li> </ul>
<p><b>May 2002 - Sep 2003</b></p>	<p><b>Human Resources Administrative Assistant</b> Standard Bank London</p> <ul style="list-style-type: none"> <li>Led key HR functions, including recruitment, training, and performance appraisals, to support employee development and departmental goals.</li> <li>Ensured strict adherence to the Data Protection Act and FSA regulations, maintaining compliance across HR operations.</li> <li>Delivered IT support for the HR department, troubleshooting technical issues and streamlining processes for greater efficiency.</li> </ul>
<p><b>Jul 2000 - Sep 2001</b></p>	<p><b>Human Resources Assistant</b> Tokai Bank Europe Plc, London</p> <ul style="list-style-type: none"> <li>Facilitated daily operations of the HR department, ensuring smooth workflow and timely completion of tasks.</li> <li>Provided administrative and IT support, maintaining system functionality and supporting team efficiency.</li> </ul>
<p><b>Mar 1999 - Dec 1999</b></p>	<p><b>Client Support / Administrator</b> Lovell White Durrant, London</p> <ul style="list-style-type: none"> <li>Delivered professional Meet and Greet services, ensuring a welcoming and seamless experience for clients attending meetings.</li> <li>Provided comprehensive IT and document support, including research, proofreading, and ensuring high-quality, accurate client deliverables.</li> </ul>
<p><b>Jun 1997 - Dec 1998</b></p>	<p><b>System Administrator / Accounts Manager</b> Country Casuals, London</p> <ul style="list-style-type: none"> <li>Managed various accounting activities, including budget tracking, cheque runs, employee expense processing, company credit card reconciliations, and preparation of sales reports.</li> <li>Provided PC and software support to employees, troubleshooting issues and ensuring smooth operation of systems.</li> </ul>

## Education & Certifications

<p><b>Bachelor of Social Science</b> University of Cape Town, Cape Town, South Africa</p>	<p><b>Certificate in Website Development</b> SMLBT</p>
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