

# Rochelle Stander

## Virtual Assistant

I bring a strong management background with extensive expertise in accounting and CRM systems. My skill set spans event planning, team leadership, inventory control, office administration, report development, and compliance monitoring. With a proven track record of success in both startup and corporate environments across diverse industries, I have consistently delivered high-quality results. My drive for excellence is matched by my commitment to maintaining the highest standards for the brands I represent. Outside of work, I enjoy crocheting, attending Philharmonic orchestra concerts, exploring art, and socialising with friends and family.



## Skills and Experience

### Technical skills & Software tools

- MS Excel, Word, PowerPoint & G-Suite
- Xero, Sage, Pastel & QuickBooks
- HubSpot & Zoho
- Mailchimp
- Trello
- WordPress
- Canva
- ChatGPT
- Clockify
- Slack

### Professional skills

- General Administration & Organisation
- Email & Diary Management
- Project Management
- Travel Management & Booking
- Bookkeeping
- Data Capturing

### Industry Experience

- Administration & Support Services
- Finance
- FMCG, Retail & Consumer Goods

### Additional languages

German <span style="font-size: 0.8em; margin-left: 20px;">Basic</span>	Dutch <span style="font-size: 0.8em; margin-left: 20px;">Basic</span>
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## Work Experience

**Sep 2021 - Current**

### Virtual Assistant

Outsourcery

- Managing supplier communications via email, ensuring prompt responses and efficient issue resolution.
- Processing and managing invoices (uploading, registering, etc.), ensuring accuracy and compliance with company policies.
- Reconciling invoices with Purchase Orders and Goods Received notes, achieving seamless alignment between records.
- Coordinating with the procurement team to obtain missing POs/GRs, ensuring timely and accurate processing.
- Creating and processing weekly payment runs, contributing to the success of the finance team's operations.
- Securing supplier approvals, maintaining positive relationships to ensure smooth business operations.
- Providing support to the accounting team as needed, assisting in a variety of tasks to improve overall efficiency.
- General Virtual Assistant responsibilities (calendar & email management, appointment scheduling, etc.), maintaining high levels of organisation.
- Basic website creation using WordPress & Elementor, supporting the company's online presence with user-friendly site management.

**Nov 2020 - Jul 2021**

### Accounting and Finance Manager / Data Analyst

Upbeat Media

- Oversee CRM management to enhance customer relationships and streamline communication.
- Manage incoming online payments from customers, ensuring smooth transactions via multiple PSPs.
- Build and automate various reports, including management, sales, and financial reports, to support decision-making.
- Administer staff salaries, and company budgets, and generate monthly financial reports to ensure accurate financial tracking.
- Submit SARS payments and manage PAYE compliance to ensure timely and accurate tax submissions.
- Oversee creditor payments and manage bank accounts to maintain financial stability and accurate cash flow.
- Manage sales commissions, ensuring accurate calculation and timely distribution.
- Research the latest PSPs and platforms, identifying optimal solutions for different countries and improving payment processes.

**Mar 2019 - Oct 2020**

### Backoffice Manager

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- Lead, manage, and train a team of four, fostering growth and ensuring high performance.
- Create detailed task lists and oversee task completion, ensuring accuracy and timely delivery.
- Monitor sales performance and track commission calculations, ensuring targets are met.
- Update and maintain management reports daily, providing accurate and actionable insights.
- Efficiently manage emails, ensuring timely responses and organization of communications.
- Oversee CRM management, optimizing customer relationships and data accuracy.
- Prepare client-facing documents, ensuring clarity, professionalism, and alignment with client needs.

**Jan 2017 - Sep 2018**

### Debtors and Creditors Manager

MUD SA

- Generate invoices, quotes, and purchase orders for all stock orders, ensuring accuracy and timeliness.
- Follow up on orders and payments, both incoming and outgoing, to ensure smooth financial operations.
- Provide comprehensive PA support to the owner, managing day-to-day administrative tasks efficiently.
- Schedule and conduct training sessions for new staff, ensuring seamless onboarding and skill development.
- Lead planning efforts for new studio openings (Franchises), coordinating logistics and timelines.
- Manage stock levels, oversee packing orders, and maintain inventory accuracy.
- Efficiently handle email correspondence, ensuring timely responses and organization of communications.
- Oversee CRM management, optimizing customer relationships and ensuring accurate data tracking.

## Education & Certifications

**BCom Degree in Financial Management**

UNISA

**Diploma in Makeup Artistry**

Johnathan Andrews Academy

