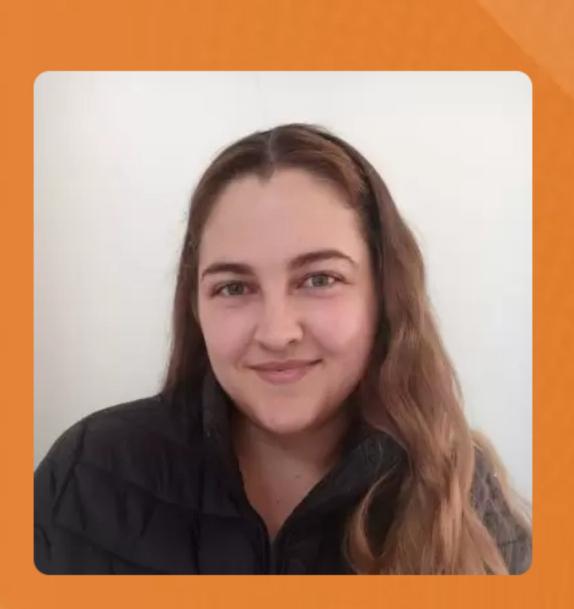
Rochelle Stander

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

Travel Management & Booking

Email & Diary Management

General Administration & Organisation

Project Management

Professional skills

- Bookkeeping

Data Capturing

Industry Experience

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

Additional languages

German ______

Dutch

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 userfriendly site management.

Nov 2020 - Jul

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 decisionmaking.
- 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

Upbeat Media

- 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

MUDSA

- 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



YES, I WANT TO PROCEED WITH THIS CANDIDATE

NO, PLEASE SHARE MORE PROFILES

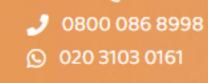






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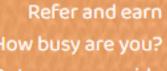


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