

Sheila Stevens

Virtual Assistant

I am an Executive Assistant with over 40 years of experience, including my most recent role supporting the CEO of a large international accounting firm. I excel at delivering exceptional and dependable administrative support, ensuring seamless operations and efficient workflows. I thrive in roles where I am entrusted with responsibility and enjoy contributing to the success of an organisation. In my free time, I enjoy spending quality time with family and friends, caring for my pets, reading, and going on walks, which help me maintain a balanced and fulfilling lifestyle.



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WORKING STYLE

Skills and Experience

Technical skills & Software tools

- ➔ MS Word, Excel & Powerpoint
- ➔ Sage
- ➔ Zoho

Professional skills

- ➔ General Administration & Organisation
- ➔ Email & Diary Management
- ➔ Proofreading
- ➔ Minute taking
- ➔ Documents & Scheduling
- ➔ Travel Management & Booking

Industry Experience

- ➔ Administration & Support Services
- ➔ Architecture & Construction
- ➔ Business Management & Consulting
- ➔ Coaching
- ➔ Legal & Law

Work Experience

Oct 2021 - Current

Virtual Assistant

Outsourcery

- ➔ Efficiently manage diary schedules, ensuring seamless coordination of meetings and appointments.
- ➔ Oversee email management, prioritising correspondence and maintaining organised inboxes.
- ➔ Schedule client calls, ensuring timely and professional communication.
- ➔ Collate and log expenses and receipts internally, maintaining accurate financial records.
- ➔ Handle enquiries and book appointments, delivering exceptional customer service and ensuring all requests are managed promptly.

Jul 2013 - Jun 2021

Executive Assistant to Africa CEO

PwC Johannesburg

- ➔ Acted as the primary liaison with clients, ensuring clear and effective communication.
- ➔ Monitored the CEO's emails, responding promptly and appropriately when necessary.
- ➔ Managed the CEO's diary, scheduling regular and ad hoc meetings to optimise time and priorities.
- ➔ Coordinated extensive travel arrangements, including flights, accommodations, and itineraries.
- ➔ Developed a comprehensive yearly planner and collaborated with global teams to ensure alignment and efficiency.
- ➔ Handled incoming enquiries from potential clients, providing timely and professional responses.
- ➔ Recorded and transcribed meeting minutes, ensuring accurate documentation and follow-up on key action items.

Jul 2000 - Jul 2013

Executive Assistant to Forensic Services Division

PwC Johannesburg

- ➔ Acted as the primary point of contact for clients, ensuring clear and professional communication.
- ➔ Monitored Lead Partners' emails, responding promptly and handling necessary follow-ups.
- ➔ Managed diaries, scheduling both regular and ad hoc meetings to optimise efficiency.
- ➔ Prepared monthly reports on timesheets, approved invoices, and generated work-in-progress updates.
- ➔ Reviewed, checked, and formatted investigation reports for clarity and consistency.
- ➔ Served as Project Manager for a PwC client, overseeing 'probity' work, including preparing and tracking license applications with provincial and national gambling boards.
- ➔ Liaised with executive and non-executive directors while maintaining confidentiality on sensitive matters.
- ➔ Managed incoming enquiries from potential clients, providing timely and professional responses.

Jan 1977 - Jun 2000

Secretary HR division and Personal Assistant to Senior Partner

Price Waterhouse

- ➔ Assisted with organising and coordinating interviews, ensuring smooth scheduling and communication.
- ➔ Issued articles of clerkship, ensuring all necessary documentation was accurate and compliant.
- ➔ Typed letters of appointment, and annual financial statements, and took dictation (shorthand) for efficient document preparation.
- ➔ Supported the development of branding guidelines and managed induction processes for new employees.
- ➔ Acted as a mentor to new secretaries, providing guidance and support to enhance their performance and integration into the team.

Education & Certifications



Diploma in Bi-Lingual
Secretarial Studies

West Kent College of Further
Education



A Levels in Languages

Convent of St Agnes & St
Michael

Client Reviews

Ben Renshaw

Sheila is brilliant. Thoughtful, attentive, caring, responsible. She takes ownership of tasks, goes above and beyond to get things done and is always responsive and thoughtful.