

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.



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

Additional languages

🇫🇷 French Intermediate
🇪🇸 Spanish Basic - Intermediate

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

YES, I WANT TO PROCEED WITH THIS CANDIDATE

NO, PLEASE SHARE MORE PROFILES

Client Reviews

Ben Renshaw

Sheila is brilliant. Thoughtful, attentive, caring, responsive, responsible.

