

# Simone van Niekerk

Virtual Assistant

As a dedicated and detail-oriented Executive Assistant, I bring a wealth of experience in managing high-level administrative tasks with precision and professionalism. With a proven ability to streamline operations, I excel in complex diary management, travel coordination, and high-volume email management, ensuring seamless support for busy executives. My expertise in creating and implementing SOPs, along with my knowledge of financial tracking and invoicing, allows me to establish efficient workflows that enhance productivity and reduce operational friction.



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## Skills and Experience

### Technical skills & Software tools

- MS Office & G-Suite
- Asana, ClickUp, Monday.com & Trello
- Ticketing Platforms
- Quickbooks
- Clockify & Todoist
- Slack, Calendly & RingCentral
- Canva
- Facebook, Instagram & Pinterest
- LinkedIn
- ChatGPT, Otter.ai and Read AI
- HubSpot, Salesforce & Zoho
- Pipedrive
- Mailchimp & Zapier
- Wix

### Professional skills

- General Administration & Organisation
- Email & Diary Management
- Documents & Scheduling
- Proofreading
- Travel Management & Booking
- Event planning
- Research & Data Capuring
- Project Management

### Industry Experience

- Administration & Support Services
- Business Management & Consulting
- Coaching
- Customer Service
- Electronics & Technology
- Entertainment & Event Management
- Family & Parenting
- Finance
- Transportation
- Travel & Tourism

## Work Experience

Aug 2020 - Current

### Virtual Assistant

Outsourcery

- Complex diary management.
- Travel bookings.
- Email management.
- Online operations (creating SOPs, creating and implementing company procedures, researching and implementing new systems).
- Invoicing, basic financial management, and payments.
- Personal support (purchases, digital organisation of documents, tracking, and recording staff hours).

#### Achievements:

- SOP Creation and Optimisation:** Developed and implemented Standard Operating Procedures (SOPs) that streamlined workflows by 40%, significantly reducing project turnaround times and ensuring consistent quality in deliverables. Led a project to document and refine operational workflows, creating a comprehensive SOP manual that enhanced team efficiency and reduced onboarding time for new hires.
- Calendar Management:** Masterfully coordinated complex calendars across multiple time zones, balancing executive priorities and minimising conflicts, promoting the client's professional image for the executive team. Anticipated scheduling needs, proactively managing calendar adjustments that facilitated smoother day-to-day operations, allowing for critical time to be allocated to high-priority initiatives.
- Inbox Management:** Implemented filters and automated responses to streamline communication, reducing daily email volume and enhancing focus on high-value tasks.
- Event and Meeting Coordination:** Successfully planned and coordinated a top-class event in Rome for market leaders, overseeing logistics and securing 95% attendee satisfaction by ensuring seamless event flow and efficient follow-up actions. Managed board meeting preparations, including scheduling, and post-meeting summaries, and clarified action items.
- Financial Coordination (Non-accounting):** Created an expense-tracking template that simplified monthly budget management, reducing variance and aligning department spending with annual goals. Created and managed 2 company department budgets, implementing a tracking system that resulted in a decrease in overdue invoices and keeping a timely processing time.
- Systems Optimisation:** Utilised systems to offer a more efficient manner for routine tasks, which reduced manual input. Extended these systems to automatically record and provide a high-level overview of projects or events.
- Virtual Support Setup and Tools Standardisation:** Established best practices and tools for remote support, increasing team productivity and ensuring smooth operations across remote teams.

Feb 2019 - Feb 2020

### Independent Talent Consultant

- Source and selection of candidates, including interviewing.
- Client and candidate management.
- Background checking.
- Business development.
- Diary and calendar management.
- Meeting arrangements.
- Document formatting and creating of presentations.

Aug 2016 - Aug 2020

### Consultant, Executive Assistant, Lead Office Administrator

TRS Staffing Solutions

- Scheduling and coordinating meetings, appointments, and travel arrangements.
- Managing email and correspondence on behalf of the executive.
- Handling sensitive and confidential information.
- Event and function planning.
- Acting as a liaison between the executive and other departments and individuals.
- Staff, facility, and service provider management.
- Purchase order management.
- Document formatting and creating of presentations.
- Creating and maintaining SOPs on behalf of the executive.
- Developing and implementing processes to improve efficiency.
- Organising and maintaining files and records.

## Education & Certifications



**N4 Certificate in Finance**

Skills Academy



**Certificate in Modern HR Management**

Alison



**Certificate in Time Management**

Alison

## Client Reviews

**Stephen McCann**

Simone is excellent - I've had many assistants over the years and Simone is the best so far. Very competent and takes initiative. Easily able to assist across many parts of my business.

