

Sophia Wiehahn

Virtual Assistant

I thrive in dynamic environments where I can adapt quickly to change and maintain a fast-paced work ethic. I prioritise delivering high-quality results and ensure that I see each project through to successful completion. Independent in my approach, I focus on achieving goals and staying mission-driven. My responsiveness, energy, and sense of urgency fuel my enthusiasm, and I always look on the bright side of things. I excel in communication, making it easy for me to build rapport and solve complex problems with ease. In my personal time, I enjoy walking, beach activities, exploring personal development, healthy cooking, and organizing or planning projects.



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Skills and Experience

Technical skills & Software tools

- ➔ MS Excel, Word & Powerpoint
- ➔ Asana
- ➔ Todoist & Calendly
- ➔ Pastel & Sage
- ➔ ChatGPT, Firefiles.ai & NotebookLM
- ➔ Shopify & WooCommerce
- ➔ Facebook, Instagram & Pinterest
- ➔ LinkedIn
- ➔ YouTube
- ➔ Mailchimp

Professional skills

- ➔ General Administration & Organisation
- ➔ Email & Diary Management
- ➔ Travel Management & Booking
- ➔ Research & Data Capturing
- ➔ Bookkeeping
- ➔ Minute Taking
- ➔ Event Planning
- ➔ Public Relations
- ➔ Customer Service

Industry Experience

- ➔ Administration & Support Services
- ➔ Customer Service
- ➔ Electronics & Technology
- ➔ Finance
- ➔ Industrial & Manufacturing
- ➔ Transportation

Work Experience

Aug 2024 - Current

Virtual Assistant

Outsourcery

Application and License Manager for an eAircraft company.

- ➔ Managing Vendor relations.
- ➔ License consolidation, renewal, and purchasing processes.

Jan 2023 - Mar 2024

Manager

Paperclip Printing & Stationery

- ➔ Recruit, train, and supervise sales associates, set performance expectations, provide ongoing coaching, and foster a positive, collaborative work environment to enhance customer service and maximise productivity.
- ➔ Monitor stock levels, place orders, conduct audits to identify discrepancies, negotiate pricing, and manage deliveries to ensure optimal product availability.
- ➔ Analyse sales trends, implement promotions and sales initiatives and drive revenue growth through targeted strategies.
- ➔ Oversee daily cash handling, reconcile registers, maintain accurate records of sales, inventory, and expenses, and generate performance reports to track key business metrics.

Mar 2018 - Sep 2022

Executive Assistant

Dynamo Motors

- ➔ Provide comprehensive administrative support to two directors, including scheduling appointments, meetings, and events, managing conflicting priorities, and coordinating with stakeholders to ensure effective time management.
- ➔ Organise and prepare for meetings and company events, including booking venues, coordinating logistics, and ensuring all materials and equipment are ready and available.
- ➔ Assist with preparing, formatting, and ensuring accuracy and professionalism in documents, reports, and presentations, meeting deadlines consistently.
- ➔ Manage incoming and outgoing communications (emails, phone calls, etc.), prioritise correspondence, and respond on behalf of directors, while fostering strong relationships with internal and external stakeholders, including clients, suppliers, and vendors.
- ➔ Organise and maintain digital and physical files, ensuring data accuracy, confidentiality, and integrity; manage office supplies, coordinate maintenance, and oversee general operational support.
- ➔ Manage petty cash, debtors and creditors, insurance, and monthly stock take, compile reports, assist with final costings, and oversee vehicle check-ins.
- ➔ Assist with special projects, research, data analysis, and human resources tasks as needed, providing support to ensure project deadlines are met and operations run smoothly.

Aug 2015 - Feb 2018

Executive Assistant

Rhinolinings

- ➔ Compile and present detailed reports for management and various departments.
- ➔ Provide comprehensive support to the CEO, including screening emails, managing correspondence, and running errands.
- ➔ Attend meetings on behalf of the CEO, particularly regarding health and safety matters, ensuring key decisions and actions are communicated.
- ➔ Assist the CEO with personal tasks, managing time effectively to balance professional and personal responsibilities.
- ➔ Oversee stock control processes, ensuring inventory is accurately tracked and managed.
- ➔ Support health and safety initiatives, conducting regular checks and ensuring compliance with regulations.
- ➔ Investigate incidents and accidents, documenting findings, and ensuring appropriate actions are taken.

Apr 2014 - Jul 2015

Administrative Assistant

Locksecure

- ➔ Manage stock control and purchasing processes, ensuring accurate inventory levels and timely replenishment.
- ➔ Process purchase orders, follow up on deliveries, and negotiate pricing with suppliers to ensure cost efficiency.
- ➔ Update pricing information, including incorporating price increases and adjustments.
- ➔ Handle stock orders, ensuring seamless sending and receiving of goods.
- ➔ Process stock transactions on Pastel, including invoicing, returns, and stock adjustments.
- ➔ Conduct regular stock takes, ensuring inventory accuracy and reporting discrepancies.

Feb 2009 - Apr 2014

Executive Assistant and Administration Manager

Elegant Square Panel Beaters

- ➔ Provide administrative support to three directors, manage schedules, coordinate meetings, handle correspondence, and assist with health and safety compliance.
- ➔ Act as the primary point of contact for customers, addressing inquiries, scheduling appointments, and maintaining strong client relationships while overseeing office operations and file organization.
- ➔ Coordinate auto repair projects, assist with estimating, quoting, and sourcing parts, and maintain communication between departments to ensure smooth project execution.
- ➔ Manage supplier and vendor relationships, track orders, handle stock purchasing and control, and assist with vehicle assessments, insurance audits, and brand approvals.
- ➔ Support HR functions, process job cards, manage petty cash, assist with insurance service-level agreements and handle customer service queries, tenders, and financial records.

Education & Certifications



Intermediate training course in Pastel

DPA Training



Introduction to Time Management

Online Course



Entry Level Graphic Design

Online Course



Excel

Online Course

Client Reviews

Claudia Haubach-Lippman

Sophia is doing an incredibly good job!

