

# Tanya le Roux

Virtual Assistant

I am a results-driven professional with expertise in Key Account Management, Virtual Assistance, and Office Administration across Industries like Property Management, Construction, and Pharmaceutical Sales. Known for my adaptability, integrity, and proactive approach, I thrive under pressure and excel in streamlining operations and fostering client relationships. Outside of work, I enjoy hiking and quality time with my children.



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## Skills and Experience

<p><b>Technical skills &amp; Software tools</b></p> <ul style="list-style-type: none"> <li>MS Office &amp; G-Suite</li> <li>Monday.com, Asana &amp; Trello</li> <li>Xero, Pastel, Sage &amp; QuickBooks</li> <li>HubSpot, Salesforce, Zoho &amp; PipeDrive</li> <li>Slack &amp; Calendly</li> <li>ChatGPT &amp; FireFlies.ai</li> <li>Facebook, Instagram, TikTok</li> <li>Pinterest &amp; YouTube</li> <li>LinkedIn</li> </ul>	<p><b>Professional skills</b></p> <ul style="list-style-type: none"> <li>General Administration &amp; Organisation</li> <li>Email &amp; Diary Management</li> <li>Minute Taking &amp; Data Capturing</li> <li>Travel Management &amp; Booking</li> <li>Project Management</li> <li>Bookkeeping</li> <li>Lead Prospecting</li> <li>Networking</li> <li>HR &amp; Recruitment</li> </ul>	<p><b>Industry Experience</b></p> <ul style="list-style-type: none"> <li>Administration &amp; Support Services</li> <li>Customer Service</li> <li>Finance</li> <li>Hospitality</li> <li>Legal &amp; Law</li> <li>Property</li> <li>PR &amp; Communications</li> <li>Sales</li> <li>Trade - Export / Import</li> </ul>
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## Work Experience

<p><b>Jul 2023 - Current</b></p>	<p><b>Virtual Assistant</b> Outsourcery</p> <ul style="list-style-type: none"> <li><b>Receipts and Invoicing:</b> I ensured the timely processing of GRs and invoices for business partners while maintaining confidentiality through the redaction of sensitive information.</li> <li><b>Document Management:</b> Oversaw a virtual Filing system For organised and accessible document storage.</li> <li><b>Administrative Support:</b> Coordinated CEO travel arrangements, managed expense reports, and provided personal administrative assistance.</li> <li><b>Team Contributions:</b> Participated in weekly team meetings, contributed to discussions, and submitted detailed weekly reports.</li> <li><b>HubSpot CRM Utilisation:</b> Managed lead generation, and email campaigns, and generated detailed reports to support business strategies.</li> <li><b>Financial Operations:</b> Created and managed purchase orders, processed invoices, and collaborated with the finance team to ensure seamless payment workflows.</li> <li><b>Recruitment:</b> Led the recruitment process for a government tender in SA, managing job postings, CV collection, candidate shortlisting, and organisation in spreadsheets for 8 positions.</li> </ul>
<p><b>Sep 2021 - Feb 2022</b></p>	<p><b>Virtual Assistant</b> Cornerstone</p> <ul style="list-style-type: none"> <li>Provided excellent customer service by promptly addressing tenant complaints and property owners' inquiries.</li> <li>Manage virtual reception duties, ensuring professional and efficient communication.</li> <li>Accurately capture and maintain data to support seamless operations.</li> <li>Coordinate maintenance between tenants and contractors, ensuring timely issue resolution.</li> <li>Maintain and organise electronic records for easy accessibility and compliance.</li> <li>Ensure all property compliance certificates are up-to-date and meet legal requirements.</li> <li>Prepare detailed daily, weekly, and monthly reports to track performance and inform decision-making.</li> </ul>
<p><b>Jan 2019 - Jul 2023</b></p>	<p><b>Intern Real Estate Agent</b> Kobus Blygnaut Properties</p> <ul style="list-style-type: none"> <li>Oversee property transactions, including the buying and selling of land, residential, and commercial properties.</li> <li>Manage end-to-end property sales processes, ensuring smooth and efficient operations.</li> <li>Handle marketing, sales, and negotiations to maximise property value and secure favourable outcomes.</li> <li>Perform administrative tasks to support seamless property management and transaction execution.</li> </ul>
<p><b>Apr 2018 - Dec 2018</b></p>	<p><b>Account Manager</b> CPJ Chemicals</p> <ul style="list-style-type: none"> <li>Manage the personal care portfolio and respond to new business enquiries with professionalism and efficiency.</li> <li>Build and maintain strong, professional relationships with clients and suppliers to foster trust and collaboration.</li> <li>Coordinate seamlessly with cross-functional teams to ensure project alignment and delivery.</li> <li>Drive initiatives aimed at enhancing customer satisfaction and improving retention rates.</li> <li>Support teams in achieving financial targets and growth objectives through strategic contributions.</li> <li>Assist management with company-wide strategic planning and accurate forecasting.</li> <li>Handle general administrative tasks, including creating quotes, and managing sales and purchase orders using SAP.</li> </ul>
<p><b>Sep 2013 - Sep 2017</b></p>	<p><b>Sales Portfolio Manager</b> Scatters Oils</p> <ul style="list-style-type: none"> <li><b>Managing Export Sales Portfolio and Generating New Business.</b> Oversee and expand the export sales client portfolio while ensuring adherence to all relevant trade compliance regulations and international standards.</li> <li><b>Sales Manager Support and Documentation:</b> Coordinate the Sales Manager's schedule, including travel arrangements, and ensure all important documents are accurately filed and easily accessible, maintaining compliance with data protection regulations. Communicate essential compliance information to relevant parties and respond to customer complaints with a focus on regulatory adherence.</li> <li><b>Recruitment and Interviews:</b> Take part in the recruitment and interview process for new employees.</li> <li><b>Data Management and Reporting:</b> Store, sort, and manage financial and non-financial data electronically, ensuring data integrity and compliance with financial regulations. Prepare and present compliance-related reports in accordance with industry standards and regulatory requirements.</li> <li><b>Order Processing:</b> Handle order processing with precision, ensuring all procedures comply with export regulations and quality standards. Notify clients promptly of any unforeseen delays or issues, maintaining transparency and adherence to contractual obligations.</li> <li><b>Quality Control and Production Oversight:</b> Manage the quality control team and export production staff, ensuring all processes comply with quality assurance standards and regulatory guidelines.</li> <li><b>Logistics and Compliance:</b> Collaborate with couriers and Freight companies to ensure compliance with import/export regulations and transport requirements. Oversee the preparation and compliance of export documentation, including updating the export price list and product information sheets.</li> <li><b>Documentation and Compliance Updates:</b> Ensure all relevant documentation is compliant with current regulations, including the renewal of compliance certificates and adherence to factory regulations.</li> <li><b>Meetings and Stock Management:</b> Attend daily, weekly, and monthly meetings to discuss compliance-related issues and ensure ongoing adherence to regulatory requirements. Manage stock-taking processes, ensuring compliance with inventory management regulations and standards.</li> </ul>
<p><b>Jan 2011 - Sep 2013</b></p>	<p><b>Training Coordinator &amp; Sales / New Business Development</b> HVTST</p> <ul style="list-style-type: none"> <li>Managed existing client portfolios and developed new business opportunities.</li> <li>Led sales and marketing initiatives to drive business growth.</li> <li>Attended expos and industry events to network and generate new leads.</li> <li>Processed purchase orders, managed invoicing, and ensured timely payment collections.</li> <li>Maintained accurate training records in line with compliance policies and ensured timely renewal of annual certifications.</li> <li>Coordinated and managed training schedules, meetings, and business appointments.</li> <li>Assisted trainers and provided on-site management of training sessions and participant needs.</li> <li>Handled accommodation bookings for training participants.</li> <li>Recorded and monitored expenses and inventory.</li> <li>Organized and prepared business trips, including all required documentation.</li> <li>Completed and submitted tenders efficiently and accurately.</li> </ul>

## Education & Certifications

<p><b>Associate's degree in Hotel / Motel Administration / Management</b></p> <p>Institute for Hospitality Training</p>	<p><b>Certificate in Excel level 1 &amp; 2</b></p> <p>ESETA</p>	<p><b>Finance for non-financial Managers</b></p> <p>NHBRC</p>	<p><b>Sales and Negotiation Certificate</b></p>
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