

Tina Tserere

Virtual Assistant

I am a dedicated Administrator with a solid legal background and extensive experience across diverse industries, including Legal, Events, Publishing, and Manufacturing. Throughout my career, I have worked closely with high-level executive teams, streamlining operations and freeing up their time to focus on strategic priorities. Known for my ability to thrive in fast-paced environments, I embrace challenges that push me to think creatively and continuously improve my skill set.



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Skills and Experience

Technical skills & Software tools

- ➔ MS Office & G-Suite
- ➔ Xero, Pastel & QuickBooks
- ➔ Stripe
- ➔ Salesforce, Zoho & Pipedrive
- ➔ Clockify, Slace & Calendly
- ➔ Trello
- ➔ ChatGPT, Otter.ai, Perplexity & Read AI
- ➔ Mailchimp
- ➔ WordPress
- ➔ Facebook, Instagram & Twitter (X)
- ➔ Pinterest & YouTube
- ➔ LinkedIn

Professional skills

- ➔ General Administration & Organisation
- ➔ Email Management
- ➔ Research & Data Capturing
- ➔ Public Relations & Marketing
- ➔ Customer service

Industry Experience

- ➔ Administration & Support Services
- ➔ Advertising & Marketing
- ➔ Customer Service
- ➔ Industrial & Manufacturing
- ➔ Legal & Law

Work Experience

Jul 2023 - Current

Virtual Assistant

Outsourcery

- ➔ Provided procurement and administrative support, ensuring seamless operations.
- ➔ Processed and confirmed goods received, maintaining accurate records.
- ➔ Raised purchase requisitions and managed vendor communications.
- ➔ Delivered executive assistance to the Founder and CEO, prioritising tasks and managing schedules.
- ➔ Acted as a liaison for the team, facilitating smooth operational workflows.
- ➔ Managed client relationships, ensuring satisfaction and timely follow-ups.
- ➔ Coordinated travel and accommodation arrangements for executives and teams.
- ➔ Handled general administrative tasks, ensuring organisational efficiency.

Sep 2022 - Mar 2023

Executive Assistant

Stoncor Africa

- ➔ Captured and tracked data, ensuring efficient administration within the Salesforce CRM system.
- ➔ Managed customer complaint claims through Citrix and PV workspaces, maintaining accurate records.
- ➔ Served as the first point of contact for the MD and TechServ Executive, handling inquiries and requests.
- ➔ Updated the Finance team regularly with claims register details, ensuring timely and accurate reporting.
- ➔ Managed executive diaries and handled miscellaneous tasks, ensuring smooth operations for leadership.
- ➔ Administered purchase requisitions for stationery, groceries, and travel bookings, ensuring cost efficiency.
- ➔ Managed and responded to Stoncor SA enquiries via email, delivering prompt and professional customer service.

Apr 2012 - May 2020

Office Manager/ Personal Assistant

SunCircle Publishers

- ➔ Managed the Director's diary, coordinating appointments and organising travel arrangements for efficiency.
- ➔ Accurately recorded and managed meeting minutes for all appointments, ensuring timely distribution.
- ➔ Compiled and sent ABC Reports to the MD for review and approval, ensuring accuracy and clarity.
- ➔ Administered CRM systems, including ZOHO and Fusion, capturing and tracking data while overseeing the admin team's operations.
- ➔ Maintained strong client relationships, providing support and ensuring smooth communication.
- ➔ Implemented and maintained streamlined procedures and administrative systems to enhance office efficiency.

Mar 2008 - Jun 2011

Office Administrator

Mutero Tax Consulting

- ➔ Managed filing, drafting, and typing of tax-related correspondence to clients, ensuring accuracy and compliance.
- ➔ Scheduled appointments, efficiently managed the diary, and handled calls with professionalism.
- ➔ Delivered exceptional customer care services, addressing client inquiries and ensuring satisfaction.

Jan 2007 - Dec 2007

Research Assistant

Chizodza-Chineunye Legal Practitioners

- ➔ Conducted in-depth research and case preparation, ensuring thoroughness and accuracy.
- ➔ Performed administrative duties, including filing, drafting, and typing documents with attention to detail.

Education & Certifications



Entrepreneurial Diploma

Thunderbird University



Degree in Law

UNISA (current studies)

