

# 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)

