

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.



Skills and Experience

Technical skills & Software tools	Professional skills	Industry Experience
<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> General Administration & Organisation Email Management Research & Data Capturing Public Relations & Marketing Customer service 	<ul style="list-style-type: none"> Administration & Support Services Advertising & Marketing Customer Service Industrial & Manufacturing Legal & Law

Work Experience

<p>Jul 2023 - Current</p>	<p>Virtual Assistant Outsourcery</p> <ul style="list-style-type: none"> 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.
<p>Sep 2022 - Mar 2023</p>	<p>Executive Assistant Stoncor Africa</p> <ul style="list-style-type: none"> 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.
<p>Apr 2012 - May 2020</p>	<p>Office Manager/ Personal Assistant SunCircle Publishers</p> <ul style="list-style-type: none"> 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.
<p>Mar 2008 - Jun 2011</p>	<p>Office Administrator Mutero Tax Consulting</p> <ul style="list-style-type: none"> 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.
<p>Jan 2007 - Dec 2007</p>	<p>Research Assistant Chizodza-Chineunye Legal Practitioners</p> <ul style="list-style-type: none"> 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

<p>Entrepreneurial Diploma Thunderbird University</p>	<p>Degree in Law UNISA (current studies)</p>
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YES, I WANT TO PROCEED WITH THIS CANDIDATE

NO, PLEASE SHARE MORE PROFILES

