

# Gayann Buys

Virtual Assistant

I started my career as a sales professional and quickly progressed to a managerial position, eventually becoming an entrepreneur and owning my own companies. I am known for my diligence and drive, and I excel in improving operations and ensuring success. My adaptable nature and commitment to excellence have made me a versatile and skilled professional in whatever I do. I enjoy challenges and take pleasure in planning, organising, and structuring. I am always open to learning new skills and implementing automated solutions that reduce overhead costs and promote efficiency.



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WORKING STYLE

## Skills and Experience

### Technical skills & Software tools

- MS Excel, Word, PowerPoint
- HubSpot
- ClickUp
- Xero
- Github
- Uizard
- ChatGPT
- Etsy
- Pinterest

### Professional skills

- General Administration & Organisation
- Minute Taking
- Email Management
- Research & Data Capturing
- Bookkeeping
- HR
- Customer Service
- Property Management & Administration

### Industry Experience

- Administration & Support Services
- Customer Service
- Education
- Family & Parenting
- Property
- PR & Communications

## Work Experience

Sep 2023 -Current

### Virtual Assistant

Outsourcery

- Handle fines from different UK boroughs and/or counties quickly and efficiently, preventing surcharges.
- Challenge each PCN by forwarding Drive Simple and client details and attaching required agreements.
- Utilise Excel spreadsheets to manage and track past PCNs.
- Streamline processes by adding changes to an Excel spreadsheet.
- Invoice clients using Chargebee and make payments using the Pleo app with virtual cards.
- Email correspondence with clients.
- Property Management, including handling lease agreements, tenant communications, and property inspections for UK & South African properties.
- CRM management on Hubspot, including organising lists, contact details, and inputting data using ChatGPT.
- Email campaigns, including sending newsletters and managing responses.

#### Recent Experience & Projects

##### Property Management & Workflow Optimisation

- Supporting a client in the property management industry with high-volume messaging and task coordination using ClickUp, enhancing efficiency and workflow automation.
- Developed and refined skills in Xero for financial and accounting tasks.
- Applied Uizard for designing an app-related form builder, improving UI/UX concepts and workflow visualisation.
- Used GitHub for version control and collaboration on projects.
- Assisted in developing a property inspection app - this app is intended to help automate and simplify the inspection workstream and minimise paperwork.

Jan 2023 - Current

### Robotics Teacher

Various Schools

- Teaching Coding and Robotics to Grade 1 to Grade 6 classes.

2007 - Current

### Virtual Assistant and Property Manager

Personal Client (Property Management - Dubai & London)

- Oversee all maintenance and work completed on client's homes in South Africa.
- Scheduling and overseeing maintenance and installation work required, including arranging call-outs and quotes.
- Source products and materials for custom projects.
- Managing all correspondence and arrangements between client and the tenants, including lease agreements, rental increases, notice to vacate property and assistance with new tenants.
- Personal ad-hoc property inspections, and annual inspections together with client to ensure houses are up kept and in good condition.
- Ensure all work is completed and in good order.
- Complete and maintain my client's books for each house.
- Processing payments.

2007 - 2021

### Business Owner

Regardez Salvage

- Manage all correspondence with clients and contracted companies, averaging 400 claims and clients per month.
- Arranging and managing collection and sales of items.
- Managing the company's master spreadsheet, including claim numbers, client names, addresses, contact numbers, items collected, mileage costs, sales made & salaries paid.
- Maintain all company paperwork and record keeping.
- Completing company books.
- Processing of salaries.
- Scheduling of appointments and diary management.
- Ordering of office supplies.

2003 - 2007

### Assistant to Estate Agent

Maxine Poisson Estate Agents

- Assisting an Estate Agent responsible for 210 houses in a golf Estate.
- Arranging all appointments between clients and Employer.
- Communicating on behalf of the client with suppliers.
- Scheduling of private appointments, including her children's Drs appointments, tutors, arranging collection of children and dropping children off from school, etc.
- Creating and managing Excel sheet schedules with her sales and rentals, including percentages paid out to other Agents, balances, creditors & debtors.

Jan 2002 - Jan 2003

### Payroll Officer

Pineglades

Before I joined the company, the Excel system in place was complex and inefficient. To improve this, I introduced a streamlined approach that organised the spreadsheets into distinct sections, greatly reducing workload. This involved creating a master sheet connected to seven supplementary sheets, enabling seamless data importation. The new system proved highly effective and was easily deployable on an international scale.

- Responsible for PAYE Payroll system for 464 employees.
- Digitalising archived payroll details to enable easier operations.

## Education & Certifications



Certificate in Data Management



Certificate in Payroll VIP



Certificate in Word and Excel



Diploma in South African Sign Language

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