

# Jaclyn Love

Virtual Assistant

I love working with people and providing a service. I have extensive experience in sales and over the last few years, my role has shifted to a support and administration role which I am really enjoying. I have learnt how to manage people's expectations and deal with problems that might arise with unhappy customers. I am a team player but am happy working independently as well.



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## Skills and Experience

### Technical skills & Software tools

- ➔ MS Word, Excel & PowerPoint
- ➔ Trello
- ➔ Slack
- ➔ RingCentral
- ➔ Canva
- ➔ Facebook
- ➔ Instagram
- ➔ Pipedrive

### Professional skills

- ➔ General Administration & Organisation
- ➔ Email & Diary Management
- ➔ Research & Data Capturing
- ➔ Customer Service
- ➔ Lead Prospecting & Networking
- ➔ Sales & Cold Calling
- ➔ Proofreading

### Industry Experience

- ➔ Architecture & Construction
- ➔ Customer Service & Sales
- ➔ Fashion & Beauty
- ➔ FMCG, Retail & Consumer Goods
- ➔ Furniture & Interiors
- ➔ Property

## Work Experience

Apr 2022 - Current

### Virtual Assistant

Outsourcery

- ➔ Conduct data capturing.
- ➔ Manage the back-end in-house system for efficient workflow.
- ➔ Utilising Pipedrive (CRM) and Ring Central to conduct sales calls and maintain customer relationships.
- ➔ Manage calendars for appointments and meetings.
- ➔ Handle email correspondence and manage email accounts.
- ➔ Schedule appointments.
- ➔ Provide administrative support to management.
- ➔ Work on Trello, managing cards and workflow for three sales consultants.

Jan 2022 - Current

### Social Media Manager

DTL Painting

- ➔ Content creation for Instagram and Facebook accounts.

Mar 2015 - Oct 2021

### Sales Coordinator

Daddys Deals

- ➔ Responsible for the administration of three sales consultants.
- ➔ Sending offers via Quickly Sign for our merchants to sign.
- ➔ Liaising with merchants for information.
- ➔ Input information into Trello for copywriters to use.
- ➔ Meet weekly deadlines.
- ➔ Work closely with the copywriters to ensure all information is correct.

Mar 2006 - Oct 2008

### Sales Consultant

ImageMakers

- ➔ Cold calling to introduce the product.
- ➔ Set up appointments and present the clothing range to prospective clients.
- ➔ Keep an up-to-date list of potential clients.
- ➔ Conduct fittings and capture orders.
- ➔ General administration.

Sep 2003 - Feb 2006

### Sales Consultant

Kempston Truck Hire

- ➔ Cold calling and service calls (face-to-face).
- ➔ Meet monthly targets.
- ➔ File weekly call reports.
- ➔ Submit quotes as per clients' requirements.
- ➔ General administration.
- ➔ Assist the Operations department when needed.

## Education & Certifications



National Higher Certificate  
in Commercial  
Administration

Port Elizabeth Technikon

## Client Reviews

Dylan Mitchell

Things are going really well with Jaclyn, she's rapidly becoming an important part of our team. I really couldn't have hoped for a better fit!

