

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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WORKING STYLE

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

→ Property Client Registration

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.

Lead Qualification and Client Registration Specialist - International Property Company

→ Managed inbound leads generated through Instagram and Facebook advertising campaigns, ensuring efficient tracking and organisation within the Pipedrive CRM system.

→ Conducted daily calls to engage with leads, asking targeted questions to assess their needs, qualify their interest, and gather detailed information for agents and mortgage advisors.

→ Registered qualified buyers with property developers in France using their proprietary platforms, maintaining accuracy and compliance with established processes.

→ Played a critical role in streamlining communication between potential clients, agents, and mortgage advisors, contributing to the sales pipeline's overall effectiveness.

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!

 Outsourcery™

GDPR

Google  
★★★★★  
EXCELLENT  
CUSTOMER RATING

 IARSP  
Certified

 ico.  
Information Commissioner's Office

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