



Melissa Kistan

Virtual Assistant

I am a dedicated and passionate bookkeeper with strong time management, diary management, and scheduling expertise. With experience across diverse industries, including transport, logistics, refrigeration, manufacturing, and law, I excel in fast-paced environments and thrive under pressure. I am committed to delivering high-quality results and take pride in my ability to meet deadlines and support the financial success of the businesses I work with.



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Skills and Experience

<p>Technical skills & Software tools</p> <ul style="list-style-type: none"> MS Excel, Word & G-Suite Monday.com & Trello Xero, Pastel, Sage & Quickbooks Stripe ChatGPT & Read.ai Shopify & Etsy Slack & Calendly RingCentral 	<p>Professional skills</p> <ul style="list-style-type: none"> General Administration & Organisation Email Management Documents & Scheduling Bookkeeping HR & Recruitment Project Management & Event Planning Customer service Proofreading & Data Capturing Travel Management & Booking 	<p>Industry Experience</p> <ul style="list-style-type: none"> Administration & Support Services Customer Service Finance Legal & Law
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Work Experience

Feb 2022 - Current	<p>Virtual Assistant Outsourcery</p> <ul style="list-style-type: none"> Administered general office operations, ensuring smooth workflow and efficiency. Managed budgets, tracked expenses, and forecasted financial needs. Coordinated diary schedules, managed email communications, and arranged travel for executives. Performed Full bookkeeping duties, maintaining accurate financial records and generating reports.
Jul 2017 - Jul 2018	<p>Recruitment Consultant Regal Paints</p> <ul style="list-style-type: none"> Successfully advertised job vacancies across relevant platforms to attract suitable candidates. Effectively coordinated and scheduled interviews, communicated with candidates and facilitated contract signings. Efficiently assisted in gathering and verifying new candidate information for seamless integration into the payroll system.
Sep 2014 - Jan 2017	<p>Senior Bookkeeper Lynn & Main Attorneys</p> <ul style="list-style-type: none"> Successfully imported bank statements into Legal Suite for accurate financial tracking. Balanced bank reconciliations to ensure consistency and accuracy in financial records. Managed the creditor's function, ensuring timely and accurate processing of payments. Reconciled Legal Suite records with Pastel Books for accurate financial reporting. Handled petty cash transactions, maintaining accurate records and ensuring compliance with company policies. Managed Director's credit card payments, including organising flight bookings and related expenses.
Apr 2012 - Aug 2014	<p>Junior Bookkeeper Sutherlands Home Furnishings</p> <ul style="list-style-type: none"> Accurately captured manufactured products onto Bluebox and the Inhouse system, ensuring correct data entry. Transferred relevant information from Bluebox into Pastel, maintaining accurate records across both systems. Consistently maintained a balanced reconciliation between Pastel and Bluebox to ensure data integrity. Managed the creditor's function, processing payments and ensuring timely settlement of accounts. Successfully ordered stationery and consumables for the office, ensuring efficient stock management. Conducted regular bank reconciliations to ensure financial accuracy and resolve any discrepancies.
Aug 2010 - Mar 2012	<p>Creditors Clerk Boosens Refrigeration</p> <ul style="list-style-type: none"> Reconciled supplier accounts, ensuring that all statements were accurate and up to date, resolving discrepancies through regular communication with vendors. Maintained a detailed creditors ledger, ensuring that all outstanding balances were monitored and recorded accurately, contributing to effective cash flow management. Processed payments through various methods, including bank transfers, cheques, and online platforms, ensuring timely and accurate payments were made. Assisted with month-end and year-end processes, providing necessary documentation for auditors and helping ensure financial statements accurately reflected creditors' balances. Handled supplier queries and disputes, working proactively to resolve issues promptly and maintain good relationships. Prepared and submitted VAT returns, ensuring compliance with tax regulations and accurate reporting of VAT on purchases. Supported budget forecasting by providing input on upcoming creditor payments and maintaining an updated list of current liabilities.

Education & Certifications

<p>Diploma in Accounting Institute of Certified Bookkeepers</p>	<p>Certificate in Accounting Varsity College</p>
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YES, I WANT TO PROCEED WITH THIS CANDIDATE

NO, PLEASE SHARE MORE PROFILES

Client Reviews

Janet Scott

Melissa has been great in helping me juggle a busy academic role with NHS work, chairing a residents association and appointments for my 2 year old. I recommend Outsourcery highly.

