

Phakamile Shandu

Virtual Assistant

As a diligent and self-motivated Bachelor of Commerce graduate specialising in Economics and Finance, I am continuously driven to expand and leverage my learnings, knowledge, and skills to drive organisational success. With a proven track record of being a self-starter, team player, and adept problem solver, I bring valuable attributes that transcend mere job requirements. My experience underscores my unwavering commitment and strong work ethic, ensuring I consistently exceed expectations. I am dedicated to delivering exceptional results, always eager to learn, and poised to make an immediate and enduring impact as a valuable asset to any team or organisation.



DOWNLOAD PDF

Skills and Experience

Technical skills & Software tools

- MS Office & Gsuite
- Facebook, Instagram & TikTok
- ChatGPT
- Canva

Professional skills

- General Administration & Organisation
- Email & Diary Management
- Project Management
- Documents & Scheduling
- Minute Taking & Data Capturing
- Proofreading
- Bookkeeping
- Customer Service
- Networking

Industry Experience

- Administration & Support Services
- Business Management & Consulting,
- Coaching
- Finance

Work Experience

Dec 2021 - Current

Virtual Assistant

Outsourcery

- Managing the company phone.
- Managing the Operations Department inbox.
- Managing engineer and subcontractor diaries.
- Scheduling attendance for breakdown call-outs and routine maintenance service visits.
- Responding to customer queries via the inbox.
- Sorting through insurance reports.
- Chasing purchase orders and updating jobs accordingly.
- Attend various internal and client meetings.
- Quoting for repairs.
- Handling ad-hoc tasks.

2021 - 2022

English Teacher

iTalki

- Teach English as a Foreign Language (TEFL).

Jan 2021 - Dec 2021

Director and Administrative Clerk

Imperial Petroleum

- Organising and maintaining files.
- Setting up employee email accounts.
- Preparing and proofreading paperwork.
- Scheduling appointments and meetings.
- Taking minutes and notes at staff and client meetings.

2021 - 2022

Transcriptionist

Rev

- Transcribing & proofreading audio & video files.

2018 - 2019

Junior Administrative Assistant (Part-time)

Officenet (Pty) Ltd/Knoble Knight

- Answering phone calls and following up on inquiries.
- Handling incoming correspondence in the form of emails.
- Providing assistance in managing complex company calendars and scheduling and coordinating appointments and meetings.
- Preparing and updating lease agreements of tenants.

Education & Certifications



Degree in Economics and Finance

University of KwaZulu-Natal



Teaching English as a Foreign Language (Level 5)

The TEFL Academy, UK

Client Reviews

Laurel Hollaway

I have been working with Outsourcery for around 18 months now, and I'm really happy with the service they provide. We have worked with a few virtual assistants over this period, all of whom have been professional and competent. Phakamile, who we currently work with, is fantastic and we consider her an important part of our team. She is highly reliable, hardworking and professional as well as being a lovely person to work with. Highly recommended!

