

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.



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Skills and Experience

<p>Technical skills & Software tools</p> <ul style="list-style-type: none"> MS Office & Gsuite Facebook, Instagram & TikTok ChatGPT Canva 	<p>Professional skills</p> <ul style="list-style-type: none"> General Administration & Organisation Email & Diary Management Project Management Documents & Scheduling Minute Taking & Data Capturing Proofreading Bookkeeping Customer Service Networking 	<p>Industry Experience</p> <ul style="list-style-type: none"> Administration & Support Services Business Management & Consulting, Coaching Finance
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Work Experience

Dec 2021 - Current	<p>Virtual Assistant Outsourcery</p> <ul style="list-style-type: none"> 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	<p>English Teacher iTalki</p> <ul style="list-style-type: none"> Teach English as a Foreign Language (TEFL).
Jan 2021 - Dec 2021	<p>Director and Administrative Clerk Imperial Petroleum</p> <ul style="list-style-type: none"> 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	<p>Transcriptionist Rev</p> <ul style="list-style-type: none"> Transcribing & proofreading audio & video files.
2018 - 2019	<p>Junior Administrative Assistant (Part-time) Officenet (Pty) Ltd/Knoble Knight</p> <ul style="list-style-type: none"> 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

<p>Degree in Economics and Finance University of KwaZulu-Natal</p>	<p>Teaching English as a Foreign Language (Level 5) The TEFL Academy, UK</p>
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YES, I WANT TO PROCEED WITH THIS CANDIDATE

NO, PLEASE SHARE MORE PROFILES

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!