

Sam Dyer

Virtual Assistant

I have extensive experience as an office manager, sales administrator, bookkeeper, and legal secretary. I have a proven track record of achieving goals and creating new processes whilst capitalising on new and existing market opportunities. I acquired a strong reputation for first-class customer service. I maintained positive client relationships alongside drive, energy and enthusiasm – demonstrating good administrative skills and an ability to see where a company needs to fill gaps. After working the full spectrum of running a company, I am secure in the knowledge that I will thrive in a position which allows me to help as a Support member to the teams, finding faster and more goal-orientated ways of completing tasks, with a focus on building relationships and problem-solving to better the relationship with the client and the staff.



DOWNLOAD PDF

Skills and Experience

<h3>Technical skills & Software tools</h3> <ul style="list-style-type: none"> MS Office & G-Suite Trello & Slack Ticketing Platforms Canva Xero, Sage, QuickBooks & Stripe Facebook & Instagram ChatGPT & Claude Salesforce & SugarCRM WordPress & Wix WooCommerce 	<h3>Professional skills</h3> <ul style="list-style-type: none"> General Administration & Organisation Email & Diary Management Documents & Scheduling Travel Management & Booking Bookkeeping Research & Data Capturing Proofreading Networking & Event Planning 	<h3>Industry Experience</h3> <ul style="list-style-type: none"> Administration & Support Services Business Management & Consulting Coaching Electronics & Technology Entertainment & Event Management Finance Furniture & Interiors Industrial & Manufacturing Leisure & Recreation
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Work Experience

<p>May 2024 - Current</p>	<h3>Virtual Assistant</h3> <p>Outsourcery</p> <ul style="list-style-type: none"> Virtual Assistant specialising in administration & bookkeeping for UK clients.
<p>2021 - Current</p>	<h3>Freelancer</h3> <p>Various companies</p> <ul style="list-style-type: none"> Content creator for MUA.com with a focus on Microsoft Office. Editor for International Trade Center in Geneva. Creditors administrator. Compliance Administrator. Virtual Assistant. Audit administrator.
<p>Aug 2018 - Dec 2020</p>	<h3>Content Creator / PA / Finance Assistant / Debtors / Creditors / Administration / Compliance</h3> <p>Financial Services Provider</p> <ul style="list-style-type: none"> Responsible for office infrastructure. Overseeing all travel arrangements for the directors and the London team. All debtors and creditors-based functions. Assisting the accountant with year-end TAX submission for four companies. Assisting with monthly PAYE and UIF payments. Overseeing company compliance, including training and documentation. Overseeing the full registration of a new Fund, from FSP registration through to 12J registration. Office administration. Drafting of legal documents. Liaison with potential investors and various companies. Training and overseeing new interns. Events management. Diary and email management for the entire team. Assisting HR with any queries for payroll. Meeting minutes. Drafting internal process templates.
<p>Dec 2013 - Dec 2017</p>	<h3>Finance & Operations Manager</h3> <p>Artibeus IT Services</p> <ul style="list-style-type: none"> Joined a small IT company with a team of four and no established processes or systems in place. Over the tenure, implemented all essential company operations, including payroll systems, structured pay schedules, and leave procedures, enabling the company to scale effectively. Played a key role in growing the team to 28 members, mentoring managers and team leaders on best practices for team management and conflict resolution. Acted as a trusted advisor and mediator, balancing the needs of the employees with those of the company and its owner. Contributed to the growth and development of the company, its leadership, and its teams—both individually and collectively. Client relations including offering advice and assistance, quoting, updating clients on the progress of their sales, and gathering information for new clients. Staff payroll including increases, bonuses, leave, medical aid, UIF, and PAYE. All debtors and creditors functions. Creating financial budgets on a weekly and monthly basis. Social media management. Creating legal documents for service-level agreements. Creating the central database for the company. General office management. Creating new users and items, capturing stock as well as pulling reports on Pastel. Create purchase orders and credit notes. Oversee vehicle services and license renewal documentation. Keep up to date with all projects to ensure that payments and invoices are created and captured. Manage team meetings.
<p>Jan 2013 - Feb 2014</p>	<h3>Sales Co-ordinator</h3> <p>CO Designs (PTY) Ltd</p> <ul style="list-style-type: none"> Sales administration and support. Customer service. Logistics supports. Assist the Sales and Marketing Manager. Assist the Financial Director with his daily personal business.
<p>2006 - 2011</p>	<h3>Sales, Admin and Account Manager</h3> <p>Various companies</p> <p>Summary of Duties:</p> <ul style="list-style-type: none"> Client Relations: Acted as the main point of contact for clients, following up on leads, conducting courtesy visits, and maintaining business relationships. Sales Support: Generated quotes, followed up on potential leads, and finalized deals for new and existing clients across various sectors. Administrative Support: Assisted with diary management, payment schedules, credit returns, and exchanges. Coordinated with internal departments (e.g., sales, accounts, and transfers) to ensure client needs were met. Event Coordination: Arranged events, including booking speakers and venues, and supported wellness days. Operational Duties: Managed service tickets, website updates, and daily payment schedules to support smooth operations. Business Development: Identified new opportunities, developed business potential, and participated in board-level discussions to drive growth.

Education & Certifications

<p>Certificate in Business Management, A+ Certificate</p> <p>Prestige College</p>	<p>Skill for Success Certificate</p> <p>Dale Carnegie</p>	<p>Regulation, Compliance and Ethics Certificate</p> <p>CPD Cycle</p>	<p>Payroll Certificate</p> <p>Payroll Course</p>
------------------------------------------------------------------------------------------	------------------------------------------------------------------	------------------------------------------------------------------------------	---------------------------------------------------------

YES, I WANT TO PROCEED WITH THIS CANDIDATE

NO, PLEASE SHARE MORE PROFILES

Client Reviews

Nuno Bastos

Great praises for your work during the HR look back!

