

# Wendy Crowster

Virtual Assistant

I am an experienced executive assistant with a knack for financial administration. I thrive on being organised and always ensure my work is meticulous and well-presented. I am passionate about quality service, have a positive attitude, and am self-sufficient and proactive. Having worked at a software development company and providing support to end users, I am comfortable around technology, and systems and strive for happy clients.



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## Skills and Experience

### Technical skills & Software tools

- ➔ MS Excel, Word & PowerPoint
- ➔ Xero, Pastel, Sage & QuickBooks
- ➔ Stripe
- ➔ Trello
- ➔ Slack
- ➔ Facebook, Instagram & Pinterest
- ➔ TikTok, X (Twitter) & YouTube
- ➔ LinkedIn
- ➔ Mailchimp
- ➔ WordPress, Squarespace & Wix
- ➔ Shopify

### Professional skills

- ➔ General Administration & Organisation
- ➔ Bookkeeping
- ➔ Documents & Scheduling
- ➔ Project Management
- ➔ Customer Service

### Industry Experience

- ➔ Finance
- ➔ Property
- ➔ Business Management & Consulting
- ➔ Coaching

## Work Experience

May 2018 - Current

### Virtual Assistant & Digital Project Manager

Outsourcery

- ➔ Remote management of administrative and financial processing for an international client base.
- ➔ Highly varied tasks, requiring time management and exceptional organisational skills.
- ➔ Main tasks include reconciliations, processing sales invoices, and following up on outstanding invoices.
- ➔ Work with Xero, Sage One, and Quickbooks.
- ➔ Acted as a Team leader, managing a team of 8 VAs, to assist, integrate, support, manage feedback, and communicate within the business.
- ➔ Maintain a happy supported, and productive team.
- ➔ Project manage redesigns and landing builds for clients' websites.
- ➔ Keeping track of budgets and ensuring deadlines are met.
- ➔ Manage monthly web maintenance for clients with the developer – ensuring website health scores are at their best and the website is running at an optimal speed.
- ➔ Allocating and assigning support queries from website builds and designs to relevant specialists.
- ➔ Forecasting capacity within the different departments and managing the work coming in accordingly. Ensure due dates are adhered to.

Jan 2014 - Dec 2017

### Financial Administrator and Support Consultant

MDA Property Systems

- ➔ Bookkeeping up to trial balance.
- ➔ Full Debtors function – processing, sending statements, following up on outstanding accounts.
- ➔ Journal processing.
- ➔ Customer account queries.
- ➔ Providing support by resolving software support queries.

Jan 2009 - Dec 2013

### Personal Assistant and Office Administrator

MDA Property Systems

- ➔ Providing executive support to senior management.
- ➔ Diary management.
- ➔ Travel administration.
- ➔ Events management.
- ➔ Arranging meeting refreshments and weekly office lunches.
- ➔ Ordering and arranging office supplies and stationery.
- ➔ Social newsletter and social media.

## Education & Certifications



Diploma in Accounting

UNISA

## Client Reviews

Shane Fleming

I have found Outsourcery and Wendy Crowster very helpful. The service is great!

