

Donna Constant

Virtual Assistant

I am a dedicated Executive Assistant with experience in calendar management, email handling, customer service, and database updating. I have experience handling invoicing and quotations, and setting up contacts in Xero Accounting, answering customer queries, and providing customers with quotations and invoices.



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Skills and Experience

Technical skills & Software tools

- ➔ MS Office & G-suite
- ➔ Asana, ClickUp, Todoist & Trello
- ➔ Slack
- ➔ Canva
- ➔ Xero
- ➔ Facebook & Instagram
- ➔ LinkedIn
- ➔ Otter.ai
- ➔ HubSpot & Mailchimp
- ➔ WordPress
- ➔ Google Gemini & ChatGPT

Professional skills

- ➔ General Administration & Organisation
- ➔ Email & Diary Management
- ➔ Problem Solving
- ➔ Documents & Scheduling
- ➔ Travel Management & Booking
- ➔ Research & Data Capturing
- ➔ Proofreading
- ➔ Event Planning
- ➔ Project Management
- ➔ Marketing & Customer Service

Industry Experience

- ➔ Administration & Support Services
- ➔ Advertising & Marketing
- ➔ Art & Design
- ➔ Business Management, Consulting
- ➔ Coaching
- ➔ Customer Service
- ➔ Education
- ➔ Entertainment & Event Management
- ➔ Fashion & Beauty
- ➔ Finance
- ➔ Furniture & Interiors
- ➔ Legal & Law
- ➔ Property
- ➔ Travel & Tourism

Work Experience

Apr 2018 - Current

Virtual Assistant

Outsourcery

- ➔ Scheduling and calendar management.
- ➔ Email management.
- ➔ Data entry and transcription.
- ➔ Travel arrangements.
- ➔ Research and reporting.
- ➔ Social media management and content creation.
- ➔ SEO and online marketing.
- ➔ Customer service.
- ➔ Project management.
- ➔ Bookkeeping and accounting.
- ➔ Property Management.

Feb 2020 - May 2022

Operations Manager

SPEAKup

- ➔ Daily email organisation and communication.
- ➔ Customer service and onboarding of new students onto LMS system.
- ➔ Managing student profiles and appointments.
- ➔ WordPress website management.
- ➔ CRM Project management.
- ➔ Xero Accounting reconciliations and invoicing.
- ➔ Organising and updating customer contact information.

Apr 2018 - Current

Customer Assistant and Virtual Assistant

Flyer Media Group

- ➔ Daily email organisation and communication.
- ➔ Organising and updating customer contact information.
- ➔ Mailchimp newsletter creation.
- ➔ Social media management and content creation.
- ➔ Customer service and communication.
- ➔ WordPress website updating.
- ➔ Magazine production processing.
- ➔ Editorial and advertising clients - client management and proof approvals.

Jul 2017 - Dec 2017

Administrative Assistant

Inkfish Digital Marketing

- ➔ Email and calendar management.
- ➔ Creating and updating boards on Trello.
- ➔ Updating WordPress websites, blogs, and creating newsletters.
- ➔ Communication with clients, design team, and SEO web content teams.
- ➔ Social media management, monthly SEO, and monthly stats.

Aug 2016 - Jan 2017

Customer Service and Virtual Assistant

Manufactory Apparel

- ➔ Email and calendar management.
- ➔ Creating projects for new customer leads.
- ➔ Organising and updating customer contact information.
- ➔ Sending quotations and invoices to customers.
- ➔ Following up on new customer leads, quotes, and invoices.

Education & Certifications



Matric

Fish Hoek High

Client Reviews

Lee Robertson

Being such a busy operation with a deliberately lean operating style we find the work we get from our PA, Donna Constant, to be a huge benefit. Highly responsive and skilled across time management, scheduling, content distribution and social media management. Donna is a core part of our team!