

Eloise Williams

Virtual Assistant

As a professional with the desire to excel in everything that I do, I am greatly motivated to expand my knowledge and experience. I am adaptable and quick thinking with the ability to adjust well to new environments. I am armed with determination and extensive experience in all levels of administration, and I am well equipped with the necessary tools to make an exceptional contribution.



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Skills and Experience

Technical skills & Software tools

- MS Office & G-suite
- SAP
- WordPress
- Adobe Photoshop

Professional skills

- General Administration & Organisation
- Customer Relationship Management (CRM)
- Email & Diary Management
- Event management
- Proofreading & Editing
- Research
- Social Media Management
- Graphic Design
- Blogging
- Travel Administration

Industry Experience

- Administration & Support Services
- Education
- Electronics & Technology
- Furniture & Interiors
- Healthcare, Medical, Health & Wellness

Work Experience

Jul 2018 - Current

Virtual Assistant

Outsourcery

Providing professional administrative, technical, or creative assistance to clients internationally.

- Email management.
- Data capturing.
- General administration management.
- Assisting with social media.
- CRM management.
- Strong Communication: Excellent verbal and written communication skills, handling correspondence and interacting with clients and team members effectively.
- Organizational Abilities: High-level organizational skills and the ability to manage multiple tasks and priorities seamlessly.
- Technical Proficiency: Familiarity with modern technology and software tools for virtual collaboration, including cloud services, advanced conferencing tools, and various management software.
- Problem-Solving Skills: Ability to anticipate needs and potential challenges, proactively addressing issues before they escalate.
- Discretion and Confidentiality: Maintaining confidentiality and exercising discretion when handling sensitive information.
- Adaptability: Flexibility to adapt to changing schedules and priorities, especially important in a remote work setting.

Dec 2022 - Current

Office & Social Media Manager (part-time)

Mighty Oak Public Speaking

As an Office Manager and Social Media Manager at Mighty Oak Public Speaking, I am dedicated to supporting the mission of fostering speaking confidence in children. My role encompassed a broad range of administrative duties and digital engagement strategies that contribute directly to our educational outreach and operational excellence.

Key Responsibilities:

- Office Management: I ensure smooth operations within our administrative and educational environment, facilitating program intake and managing daily administrative tasks. This includes coordination with educators and overseeing the logistical aspects of our various speaking programs.
- Social Media Management: I handled all aspects of our online presence, from content creation to community engagement. By effectively utilizing social platforms, I amplified our mission, showcase success stories, and engage with a community of educators interested in enhancing their pupil's communication skills.
- Event Coordination: I planned and training events and public speaking initiatives, offering utmost support to the founder and trainer of the programme itself, to ensure the goals of engaging and educating our audience were met.
- Financial Administration: I manage invoicing processes, ensuring an efficient and timely payment system for services rendered.

Professional Skills:

- Strong organisational abilities that ensure efficient office operations.
- Creative social media skills that enhance our brand's visibility and engagement.
- Proficient in financial management and procurement, debtors & creditors.
- Experienced in coordinating educational events that align with our mission.

Nov 2015 - Jul 2018

Project and Office Manager

WRM Solutions

- Office management.
- Arranging client appointments and meetings.
- Project management of client projects.
- Assisting with HR tasks.
- Social media pages.
- Website management.
- Advertising and marketing.

Jan 2009 - Nov 2015

Research Administrator

Centre for Catalysis Research

- PA to multiple Directors.
- Diary and email management.
- Office management.
- Arranging client appointments and meetings.
- Event management (small social gatherings to large-scale events).
- Travel arrangements and itinerary planning (for both large and small groups).
- Purchasing on SAP management system.
- Website administration for HySA Catalysis.

Aug 1999 - Dec 2008

PA and Office Administrator

BHC School of Design

- PA to Director.
- Student liaison.
- Client communication.
- Office management.
- Financial assistance including petty cash, and debtors and creditors.
- Desktop publishing.
- Course administration.

Education & Certifications



Certificate in Photoshop
Graphic Design

University of Cape Town



Certificate in SAP/R
Purchasing

University of Cape Town



Certificate in Interior
Decorating

BHC School of Design