

Henriette van Heerden

I am an organised, disciplined, detail-oriented, and goal-driven person. I believe that my administrative and leadership skills have grown immensely in the past couple of years. It is my passion to work with and to assist people, and I pride myself on having great communication skills.



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WORKING STYLE

Skills and Experience

Technical skills & Software tools

- ➔ MS Office (Excel, Word & PowerPoint)
- ➔ Asana
- ➔ Facebook, Instagram & Pinterest

Professional skills

- ➔ General Administration & Organisation
- ➔ Documents & Scheduling
- ➔ Email & Diary Management
- ➔ Event Planning
- ➔ Employee Training
- ➔ Customer Service

Industry Experience

- ➔ Administration & Support Services
- ➔ Finance
- ➔ Property

Work Experience

Jan 2022 - Current

Virtual Assistant

Outsourcery

- ➔ Process additional contribution and withdrawal instructions for clients.
- ➔ Collect FICA documents to ensure that the clients' accounts are up to date and compliant.
- ➔ Download and send monthly statements to clients.
- ➔ General requests received from clients, such as updating of personal details, bank account details, etc. on their portfolios.

Apr 2009 - Dec 2021

Practice & Office Manager

Old Mutual

- ➔ Diary management.
- ➔ Email management.
- ➔ New business submission and processing.
- ➔ Servicing existing clients.
- ➔ Handling the revision of all existing clients, which occurs once a year.
- ➔ Implementing filing and other systems for smoother daily operations.
- ➔ Uploading of all relevant documentation for auditing purposes.
- ➔ Managing the company's Facebook page.

Feb 2008 - Mar 2009

Admin Assistant to the Head Financial Adviser

EFO Financial Consultants

- ➔ Diary management.
- ➔ Arranging appointments for new clients to have their medicals done.
- ➔ Uploading of all documents to the filing system.

Sep 2005 - Jan 2008

Mortgage Consultant

MDB Bond Originators

- ➔ Submitting new applications.
- ➔ Following up on applications.
- ➔ Reporting back to the consultant who submitted the application.

Education & Certifications



Certificate in Executive Assistance

KnowMore



Certificate in Events Management

Intec College

Client Reviews

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Henriette van Heerden has been working with me and my team for almost a year now and I couldn't recommend her, or the service of the rest of the team, highly enough. She is efficient, professional and friendly and a very quick learner which is great!