

# Carmen Fernandez

Virtual Assistant

I am confident, polite, and well-organised with excellent communication skills. I pride myself on my administrative abilities and excel in multi-tasking and time management. I am personable and a good relationship builder.



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WORKING STYLE

## Skills and Experience

### Technical skills & Software tools

- ➔ MS Excel & MS Word
- ➔ Xero & Pastel
- ➔ Airtable
- ➔ Fixflo
- ➔ Wordpress
- ➔ Etsy
- ➔ Slack
- ➔ Facebook & Pinterest

### Professional skills

- ➔ General Administration & Organisation
- ➔ Email & Diary Management
- ➔ Research & Data Capturing
- ➔ Bookkeeping
- ➔ Proofreading
- ➔ Travel Management & Booking
- ➔ Documents & Scheduling
- ➔ Property Administration & Management

### Industry Experience

- ➔ Business Management & Consulting
- ➔ Coaching
- ➔ Property
- ➔ Administration & Support Services

## Work Experience

Mar 2020 - Current

### Virtual Assistant

Outsourcery

- ➔ Efficiently prepare and organise documents to support business operations.
- ➔ Manage filing and bookkeeping tasks to ensure accurate record-keeping.
- ➔ Capture data with great attention to detail for data integrity and accuracy.
- ➔ Coordinate online purchases and manage travel logistics, including research and planning.
- ➔ Maintain calendar and scheduled appointments efficiently.
- ➔ Conduct thorough research to support various projects.
- ➔ Manage invoices using Xero.
- ➔ Managed administrative aspects of property management, including processing invoices, maintaining accurate tenant records, and updating details across various platforms.
- ➔ Coordinated property maintenance requests and ensured timely resolutions, demonstrating strong organisational and problem-solving skills.
- ➔ Utilised software tools such as Fixflo and Airtable to streamline tenant detail management and ensure data accuracy.
- ➔ Liaised with tenants and property stakeholders to facilitate seamless communication and resolve inquiries efficiently.

Jan 2004 - Feb 2020

### Executive Assistant

Fish Hoek Travel (Pty) Ltd

- ➔ Diary management.
- ➔ Correspondence.
- ➔ General office management.
- ➔ Bookkeeping.
- ➔ Petty Cash.

Jun 2003 - Dec 2003

### Administrative Assistant

S Squared

- ➔ Bookkeeping.
- ➔ Correspondence.
- ➔ General office management.

Mar 2001 - May 2003

### Secretary and Debtors Clerk

Progressive Administration Cape (Pty) Ltd

- ➔ Dictaphone typing.
- ➔ Organising travel arrangements.
- ➔ Reconciling debtors' books and attending to the recovery thereof.

## Education & Certifications



Certificate in Paralegal  
Conveyancing (Level 1)

Igqwetha Training Academy



Credits towards a BCom  
Degree

University of Cape Town (UCT)

## Client Reviews

Tia Azulay

Carmen Fernandez is a delight to work with. She is reliable, adaptable and willing to learn, and can pivot from one task to another without fuss. Always pleasant, she has a good sense of humour but retains professional at all times and helps me focus when I have too much on my plate. I highly recommend her.