

# Sharon Lottering

Virtual Assistant

I am a dedicated, honest, and dependable professional with extensive experience across diverse industries, from small family-run businesses to large corporate law firms. Over the years, I have developed a comprehensive skill set in administration, office management, and accounting. While I thrive as an independent worker, I also enjoy collaborating with teams of any size and eagerly embrace new challenges that allow me to grow and contribute. In my free time, I enjoy arts and crafts, spending quality time with friends and family, and pampering my cats. These hobbies bring balance to my life and fuel my creativity and attention to detail.



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WORKING STYLE

## Skills and Experience

### Technical skills & Software tools

- MS Excel, Word & Powerpoint
- Pastel, Sage & QuickBooks
- ChatGPT
- Pinterest
- Mailchimp

### Professional skills

- General Administration & Organisation
- Email & Diary Management
- Travel Management & Booking
- Data Capturing
- Proofreading
- Bookkeeping
- HR
- Customer Service

### Industry Experience

- Administration & Support Services
- Entertainment & Event Management
- Legal & Law
- Transportation

## Work Experience

Jul 2021 - Current

### Virtual Assistant

Outsourcery

- Supported the Procurement department by efficiently processing orders and ensuring accurate invoice matching to maintain smooth operations.
- Trained new staff members on essential tools and procedures, providing ongoing online support to help them succeed in their roles and adapt quickly to responsibilities.

Mar 2021 - Apr 2021

### Receptionist and Bookkeeper

Goldman Engineering

- Performed receptionist duties, ensuring a professional and welcoming environment for clients and visitors.
- Assisted with bookkeeping tasks, including maintaining accurate financial records and supporting the accounting team.
- Managed payroll processes, ensuring timely and accurate compensation for employees

Nov 2019 - Mar 2021

### Bookkeeper

WB Designs

- Managed all bookkeeping functions, including maintaining accurate financial records and handling payroll processing.
- Oversaw SARS e-filing to ensure compliance with tax regulations and timely submissions.

Jan 2017 - Oct 2019

### Office Manager

Wilson's Glass

- Oversaw all office administration, ensuring smooth day-to-day operations and organisation.
- Managed comprehensive bookkeeping functions, maintaining accurate financial records and reporting.
- Performed receptionist duties while also serving as a sales representative, providing excellent customer service and driving sales.
- Assisted in optimising workflow processes to ensure efficient operations and timely delivery of products and services.

Apr 2013 - Dec 2016

### Office Manager and PA to 3 directors

Langprop Developers

- Managed all office administration, ensuring efficient and organised operations.
- Handled all bookkeeping functions, maintaining accurate financial records and reports.
- Provided comprehensive personal administrative support to the directors, managing schedules, correspondence, and other tasks to streamline their daily responsibilities.

Feb 2006 - Mar 2013

### Office and HR Manager

BLC Attorneys

- Managed all administrative functions, ensuring seamless operations for a team of 70 staff members.
- Maintained the firm's website and Facebook profiles, keeping content updated and engaging.
- Provided support for IT-related issues, ensuring the firm's systems were consistently functional and reliable.
- Played an active role in organising and running various committees, staff meetings, and HR-related matters.
- Assisted with the marketing and branding efforts of the firm, enhancing its visibility and reputation.
- Planned and coordinated functions for staff and clients, fostering strong relationships and a positive company culture.

## Education & Certifications



Grade 12 High School Diploma

