

# Wendy Crowster

Virtual Assistant

I am an experienced executive assistant with a knack for financial administration. I thrive on being organised and always ensure my work is meticulous and well-presented. I am passionate about quality service, have a positive attitude, and am self-sufficient and proactive. Having worked at a software development company and providing support to end users, I am comfortable around technology, and systems and strive for happy clients.



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WORKING STYLE

## Skills and Experience

### Technical skills & Software tools

- MS Excel, Word & PowerPoint
- Xero, Pastel, Sage & QuickBooks
- Stripe
- Trello
- Slack
- Facebook, Instagram & Pinterest
- TikTok, X (Twitter) & YouTube
- LinkedIn
- Mailchimp
- WordPress, Squarespace & Wix
- Shopify

### Professional skills

- General Administration & Organisation
- Bookkeeping
- Documents & Scheduling
- Project Management
- Customer Service

### Industry Experience

- Finance
- Property
- Business Management & Consulting
- Coaching

## Work Experience

May 2018 - Current

### Virtual Assistant & Digital Project Manager

Outsourcery

- Remote management of administrative and financial processing for an international client base.
- Highly varied tasks, requiring time management and exceptional organisational skills.
- Main tasks include reconciliations, processing sales invoices, and following up on outstanding invoices.
- Work with Xero, Sage One, and Quickbooks.
- Acted as a Team leader, managing a team of 8 VAs, to assist, integrate, support, manage feedback, and communicate within the business.
- Maintain a happy supported, and productive team.
- Project manage redesigns and landing builds for clients' websites.
- Keeping track of budgets and ensuring deadlines are met.
- Manage monthly web maintenance for clients with the developer – ensuring website health scores are at their best and the website is running at an optimal speed.
- Allocating and assigning support queries from website builds and designs to relevant specialists.
- Forecasting capacity within the different departments and managing the work coming in accordingly. Ensure due dates are adhered to.

Jan 2014 - Dec 2017

### Financial Administrator and Support Consultant

MDA Property Systems

- Bookkeeping up to trial balance.
- Full Debtors function – processing, sending statements, following up on outstanding accounts.
- Journal processing.
- Customer account queries.
- Providing support by resolving software support queries.

Jan 2009 - Dec 2013

### Personal Assistant and Office Administrator

MDA Property Systems

- Providing executive support to senior management.
- Diary management.
- Travel administration.
- Events management.
- Arranging meeting refreshments and weekly office lunches.
- Ordering and arranging office supplies and stationery.
- Social newsletter and social media.

## Education & Certifications



Diploma in Accounting

UNISA

## Client Reviews

Marcus Nisbet

Outsourcery have been such a support. My PA - Wendy is fantastic, I could not manage without her!

