



Caryn Raffray

Virtual Business Assistant

Many years of experience and being a self-starter in various industries and positions, has given me the opportunity to grow and continue to grow in the virtual business service world. With constant updating of my knowledge on business, processes and trends, it has allowed for me to be able to offer many different services to companies, employers and the like with solutions in many different aspects of business.

I am currently doing a business degree part-time online which helps to keep abreast of the international business trends and processes.

Contact

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Address

Shady Lane, Inchanga, Kwazulu
Natal, 3670, South Africa

Education

2020

Currently Studying

Bsc - Business & Administration
University of the People - U.S.A.

1986

High School - Matric

Danville Park Girls High School, S.A.

Expertise

- SAGE Accounting
- Wordpress
- MOffice
- Bookkeeping
- Presentations
- HR Payroll - SAGE Payroll

Language

English

Experience

31/03/2020 - Present (virtual)

Assured Virtual Business Services (Pty) Ltd Co-Founder & VA

Administration - Creditors (invoicing, supplier PO's, Quoting, Payments, Recons, accounts). Debtors' - (Invoicing, PO's, Recons, allocation of payments, accounts)

Bookkeeping - recording of all financial records and reports for Financial Auditors etc.

HR Payroll and Administration - All payroll administration, staff leave records, staff contract creation, monthly returns for PAYE, UIF, SDL etc

Website & Graphic Design - Wordpress designs and management of administration for all industries including e-commerce orders.

Online PA - Creating and management of your diary, meeting schedules, Travel bookings, minutes of meetings etc

Social Media Marketing - campaigns, postings and management.

Customer service - phone calls, online support for products and services.

New business - Implementation of systems such as accounting software, remote PC setup for emails, software etc.

27/07/2016 - 31/03/2020

SIYAYA BRANDS (Pty) Ltd - Gauteng, South Africa

Senior Executive Assistant to CEO

ACCOUNTS - Credit Control - Acc creation and management, queries, calling for outstanding money, reconciliations, reporting for management, Invoicing

Risk assessment of new customers.

Creditors - Acc creation, applying for credit, queries, processing of supplier's invoices and recon of accounts.

Continuous upgrading and assessment of systems for maximum output of service to customers.

Payment schedules for monthly payments to creditors.

EFT Payments to creditors.

Petty Cash.

MARKETING - Online and in-store marketing for Food and Beverage products.

WAREHOUSING & LOGISTICS - Stock management, Delivery control

CUSTOMER CARE - Customers product queries. Communicate product changes, specials and turn around times to customers. Handle all customer quality queries and complaints efficiently to ensure customer is satisfied.

HUMAN RESOURCES - Manage 30 staff members to ensure that their needs are met and they stay motivated and have the right tools to carry out their duties.

Chair monthly staff meetings.

Monthly payroll for all (43) employees. Update leave

Resolve queries from office staff and general labour queries. Issue warnings. UIF, PAYE and other returns.

Attend hearings and any CCMA or Labour hearings

PROCUREMENT - ordering of materials, source cost effective raw materials and products.

costings for locally and internationally imported or exported products.

OTHER - Luncheons for guests of the CEO. Project management of new products and marketing.

Agreement drafting and execution. Property management (both personal and business properties for CEO). Diary management for the CEO. Travel arrangements for guests and CEO both domestic and international.

Arrangements for overseas conferences for the CEO.

Reports for financial efficiency and future financial gain for new projects or potential business opportunities. Presentations to potential customers. Sales reports and analysis.

Meetings on behalf of the executives and CEO concerning business opportunities and future projects.

IT resolution for computer problems, creating emails and loading them to the relevant computers.

Procurement of office equipment and computers/laptops when necessary.

General administration for 9 other companies owned by the CEO.

Experience cont...

27/07/2016 – 31/03/2020

Rapid Maintenance and Sales (Pty) Ltd

Executive Assistant /Marketing & Sales Manager/key Accounts

Consumer queries and assistance with eating plans

Consumer studies regarding the use of certain foods and the effect food has on certain types of people.

Travel arrangements for the MD,

Marketing via social media,

Manage administration staff

Attend to Managing Director's emails and answer where necessary.

Manage Executive and MD's online Diary.

Together with an outside advertising team, put together marketing campaigns for the company. Website, Social media, Viral marketing, mall pop-ups

Assisted with Admin queries and invoicing on Pastel.

HR queries and payroll processing and payments to staff.

Petty Cash

Purchases of office supplies and equipment.

New Product sourcing & introduction

Budgets and reports for financial efficiency and future financial gain.

01/06/2014 – 31/12/2014

Rapid Maintenance and Sales (Pty) Ltd

Office Manager/Operations Manager

Implement new systems for start-up company. Compile and implement business procedures and policies,

Ensure general running of Sales company. Assist with the implementation of the Manufacturing company (Bakery)

Invoicing, Credit control – Pastel

Petty Cash

Accounts – Bookkeeping

Staff training in FMCG and customer relations

Staff welfare and HR functions

01/11/2011 – 31/05/2014

Unique Support for Business

Business Owner - VA

Bookkeeping (Pastel, Quickbooks etc)

All aspects of office administration (filing, invoicing, general daily admin)

Debit order collection,

IT services, social media, online advertising and advert designs, graphic design (signs, banners, flyers etc, web design, mobile websites,

Project management (business analysis and presentations to prospective clients),

improvement and growth consultation,

back-office creation, data capturing, letter writing, staff management training, agent management.

Call Centre Management, Staff training.

Basic Microsoft Office and Windows Training. Power point presentations.

Assisting business owners get companies up and running.

01/01/2011 – 31/10/2011

88 Agents

Office Manager/Executive Assistant to CEO

web design, queries, product training for new Agents. Liaise with branch owners of agencies,

Accounts, CEO's presentation schedules, flights and hotel bookings, project management of

MLM software implementation and management, CRM. Analysis of prospective new franchises

for future sales to buyers.

Manage agent's administration needs of different franchises. Assist new franchisees/agents in

getting started with their new business by helping them implement required procedures to

obtain required results requested by the franchisor.

IT Manager/Training /Admin -Senior Level at SAFindit (Pty) Ltd

Duration: 11/2004 - 02/2009

Occupation: IT/Admin: General management

Employer Sector: Information Technology

Sub-sector: Networking

Type: Permanent

Duties:

Advertisement designing, Website designing, Queries, Product Training, Liaise with branches, New Branch owner training, Debit orders for clients and reconciliation of branches accounts, Power Point Presentations, ensuring that staff are constantly updated on new aspects of the business, advertising needs for customers and for the business and product changes. Daily database maintenance via PhpMyAdmin and reporting. Running of the office when the CEO was away on business. Handle creditors' queries, reconciliations. Purchases of PC Hardware and Software, stock control of all PC peripherals, hardware and software.

National Team Leader/Back office Admin Manager Discounting Division**Management Level at Nedbank Corporate a div of Nedcor Ltd**

Duration: 06/2000 - 07/2004

Occupation: Banking: Corporate lending National Admin Manager

Employer Sector: Financial

Sub-sector: Banking

Type: Permanent

Duties:

National Admin support to the branches in Gauteng, Cape Town, Port Elizabeth and KwaZulu Natal.

Recruiting staff members for the various national branches.

Assisting the MYSAP project team in the development and implementation of the transition onto the new SAP system. Permanent branch was in Kzn with a compliment of 12 staff members reporting to me.

Reviewing of the staff management policy and other staffing policies from time to time.

Conducted staff performance evaluations for each staff member based on their abilities and work ethics as well as their general performance for salary and bonus remuneration.

Budgets for new staff members and reports to executives for each existing staff member and possible new staff members.

Business Processor Owner for the Discounting division.

Assisted the staff with reconciliation's which were too involved for any of the other staff and assisted with the annual budgeting for the division.

PowerPoint presentations to New clients and existing clients helping to attain a more cost-effective way of growing their business. Analysing and reporting on new business costs and income, consultant's turnover, and various other monthly reports.

Monthly provisions and doubtful debt or loss control for the Discounting division for the National Risk Division of Nedbank.

Assist staff with the legalities of the documentation for payout to Originators as well as problem solving on SAP, training on SAP and reporting on SAP.

Development of spread sheets on Excel that assisted the staff in giving a better turn-around time to the clients. Client liaison and entertaining them at client/office functions.

Nedcor Ltd bought BoE Bank Ltd. I travelled to the Gauteng, Cape Town and PE branches when they needed assistance in creating a better working environment from an Admin point of view or problem solving with the clients from an administrative roll.

Kzn Discounting Branch Supervisor Management Level at BoE Corporate a div of BoE Bank Ltd

Duration: 01/1999 - 05/2000

Occupation: Banking: Asset based finance

Employer Sector: Financial

Sub-sector: Banking

Type: Permanent

Duties:

Client liaison with the Originators, keeping the costs for the branch within budgets. Overseeing the credit control for Discounting.

A compliment of 3 staff members reporting to me involving the administration of the branch.

Checking of credit applications before being sent to credit and checking of legal documentation for payout to Originators/clients. Reporting of operational expenses, arrears and book growth monthly to management.

Mandate of R10 000 000.00 for payouts. Appointed National Administration Team Leader for the Central Back Office for Discounting.

Credit Controller Senior Level at NBS Corporate a div of NBS Bank Ltd

Duration: 06/1998 - 12/1998

Occupation: Banking: Asset based finance

Employer Sector: Financial

Sub-sector: Banking

Type: Permanent

Duties:

Manage a debtors' book of +- 4500 clients for Kzn Discounting branch - NBS Corporate, collect arrears including legal accounts, reports to the clients on their arrears, handing over of legal accounts and liaising with the legal department, debtors' management reports. Liaising with the Originator clients on their arrears.

Keeping outstanding debt to a maximum of 0.71% of a book of R150, 000,000.00. Won an incentive trip for the Cr Controllers to Vic Falls in Zimbabwe along with the regional cr controllers. NBS Bank merged with BoE Bank Ltd.

PA to Regional Manager Skilled Level at NBS Corporate a div of NBS Bank Ltd

Duration: 02/1998 - 04/1998

Occupation: Corporate Banking: General management

Employer Sector: Financial

Sub-sector: Banking

Type: Temporary

Duties:

Diary keeping, emailing clients, reporting on general accounts, typing of letters, general office work

Reason for leaving:

Left to have a baby and asked to return to a permanent position afterwards

Credit Controller/Sales support Skilled Level at Valvoline SA (Pty) Ltd

Duration: 01/1997 - 12/1997

Occupation: Admin, Office & Support: Administration & Sales

Branch administrator/internal sales Skilled Level at Fuchs Lubricants SA (Pty) Ltd

Duration: 02/1996 - 12/1996

Occupation: Admin, Office & Support: Administration & Sales

Procurement Skilled Level at Fuchs Lubricants SA (Pty) Ltd

Duration: 01/1995 - 01/1996

Occupation: Manufacturing, Production & Trade: Materials Management

Previous Employers

1990 Umhlanga Car Hire – Office administration and Car rental agent
 1989 Suncrush (Bottlers for Coca Cola) – Hr Division
 1987 Ferrobrake – Umgeni Road – Reception and Sales manager assistant
 1985/1986 CNA – Umhlanga – Cashier
 1984/1985 Pick n Pay Hypermarket Dbn North - Cashier

Business References:

Azar Suliman (owner) – Rapid Sales - +27082 489 3987
 Geoff Hindmarch (owner SAFindit, 88 Agents) – +27082 325 6889
 John Webster – +27062 447 2354 – Client and business associate 4848mobile
 Angelos Pantazis (manager) – +27074 310 4969 (Rapid Sales)

Computer Skills

Extensive All of MS Office 95 to 2010, 2013, 2016, 2019 & 365 over 10 years
 Extensive MS Windows 2003, MS Windows XP, MS Windows 7, Windows 8.1, Windows 10 over 10 years
 Extensive Sage Payroll online 5 years
 Solid Omni Accounts 2 to 5 years
 Solid Quickbooks online 2 years
 Extensive SAGE Accounting online 6 years
 Intermediate Photoshop CS6 5 years

Achievements and Courses

1999 Winner of a Trip to Vic Falls for achieving top debt collections in a division for a book above 1.5 million rand.

BOE Corporate
 06/2000 to 06/2004
 National Admin Manager for a division of Nedbank
 BOE / Nedbank Corporate
 2001
 Advanced Leadership Skills - Certified

2002
 Management Skills - Certified

2002
 Life Skills - Certified

2003 - Intermediate to Advance Excel - Certified
 BOE Corporate Banking
 2004
 Selected for Overseas incentive trip for Leadership and Dedication to the BOE Corporate Division

University of the people.
 Studying for a BSC in Business and Administration degree on-line (Part-time)