Sherese Brink

Remote Technical Operations & Systems Support Specialist

Boksburg, South Africa
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SUMMARY

Highly organized and adaptable operations professional with 16+ years of combined administrative, technical, and project coordination experience. Skilled in virtual assistance, SaaS systems, CMS management, workflow automation, and procurement. Experienced in onboarding, data management, and cross-functional collaboration. Rapid learner with a passion for technology, engineering systems, and process improvement, eager to contribute to technical operations, business systems, and SaaS support roles.

EDUCATION

CertiProf — Certified Prompt Engineering Fundamentals Professional Certificate (CPEFPC) *(2025)*
Coursera - IBM Generative AI Fundamentals *(2025)*
Defendify - Cybersecurity Course *(2025)*
Coursera - Google Prompting Essentials Specialization *(2025)*
Alison - Prompt Engineering for AI Applications Certificate *(2025)*
Coursera - Google Cybersecurity Specialization *(2024)*
MTF – Professional Diploma in Procurement, Sourcing, Supply Chains *(2024)*
Masthead – POPI Act Online Course *(2024)*
HubSpot Academy - SEO I & II *(2023)*
South African School of Paralegal Studies - Senior Paralegal Course (Distinction) *(2021)*
Microsoft Imagine Academy - Digital Literacy *(2020)*
Pearson Vue - CompTIA Fundamentals *(2015)*
Intec College - Diploma in PC Repair *(2014)*
Intec College - ICDL Certificate *(2005)*

CORE COMPETENCIES

- **SaaS & Web Platforms:** Webflow, Airtable, Make (automation oversight), WordPress, NiftyQuoter
- **Systems & Operations Support:** Data integrity, internal tool support, workflow optimization
- **Virtual Assistance:** CRM management (HubSpot, Bitrix24), task coordination, documentation
- **SEO & Content Ops:** SEO overviews, meta descriptions, FAQ sections, case study publication
- **Procurement & Admin:** RFQ creation, supplier negotiation, purchase order generation, financial tracking
- **Project Coordination:** Task management, onboarding processes, reporting, learning content creation
- **IT & Technical Support:** Hardware setup, printer configuration, software installation, troubleshooting
- **Communication & Collaboration:** Slack, email management, stakeholder liaison

TECHNICAL SKILLS

- **CRM & Project Tools:** HubSpot, Bitrix24, Trello
- **Office Productivity:** Microsoft Office Suite, Google Workspace
- **IT & Support:** Hardware/software installation, troubleshooting, remote desktop support
- **SEO & Content Management:** Keyword research, SEO overviews, content publishing
- **AI & Automation:** Prompt engineering, AI-assisted content creation, workflow automation

PROFESSIONAL EXPERIENCE

The VA Group – *Virtual Administrative Assistant & Systems Support*
Remote | 2023 – Present
- Onboarded client brands and SaaS tools (e.g., Shopify) into Airtable and CMS (Webflow)
- Oversaw automation workflows in Make, verifying data accuracy and manually correcting errors when necessary
- Added SEO overviews, meta descriptions, FAQ sections, and case studies to Webflow for live publication
- Managed client onboarding, internal documentation, and Statements of Work (SoWs), reviewing legal clauses for accuracy
- Created learning content from session transcripts using AI tools
- Communicated with internal teams via Slack and Microsoft Teams to ensure smooth operations

Ashraful Aid NPO – *Virtual Administrative & Procurement Assistant*
Remote | 2023 – Present
- Managed end-to-end procurement, including RFQs, supplier negotiation, and purchase order generation
- Maintained procurement policies and compliance procedures
- Managed financial documentation and collaborated with accountants for audits
- Organized and updated CRM and task management systems (Bitrix24)

Steel Projects Solutions – *IT Support Consultant*
Boksburg, South Africa | 2023 – Present
- Provided IT setup and maintenance for hardware, printers, and workstations
- Delivered remote troubleshooting via AnyDesk

Unearthed Tech – *Freelance IT Support Specialist*
Remote & On-Site | 2014 – 2024
- Configured networks (wireless, wired, Bluetooth) and entry-level servers
- Installed biometric clock-in/out systems and business software
- Performed mobile device optimization and third-party app installations

Penrose Shopfitters – *Administrative Manager*
Benoni, South Africa | 2005 – 2019
- Managed procurement, vendor negotiations, invoicing, and collections
- Coordinated in-person and virtual meetings, international calendar management
- Oversaw project administration, reporting, and document management
- Trained staff on company systems and workflows

LANGUAGES
- English (Native)
- Afrikaans (Fluent)