



About Me

Detail-oriented and highly organized administrative professional with experience supporting executives and teams remotely. Skilled in managing schedules, coordinating tasks, and providing efficient administrative support to enhance productivity. Strong communicator with a proactive approach to problem-solving and task management

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📍 Cape Town, South Africa

Education

Steenberg High School
2000

Imperial Underwood Campus
2002

Certificate in Office Admin

Subjects:

- Business Communication
 - Office Skills
 - MS Word
 - MS Excel
 - MS PowerPoint
 - PC Orientation
 - Internet and E-mail
 - Typing Theory (Typing Speed: 52 wpm)
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SHIREEN DIRK

Property Administration/Admin
Assistant / Virtual Assistant/
Remote Admin Support / Executive
Assistant

Skills

- Calendar Management (e.g., Google Calendar, Outlook)
- Meeting Scheduling (virtual and in-person)
- Data Entry & Database Management (e.g., CRM software, Excel, Google Sheets)
- Document Management (e.g., Google Drive)
- Time Management & Prioritization
- Mail and Correspondence Handling (email management, drafting responses)
- Microsoft Office Suite / G Suite (Word, Excel, PowerPoint, Outlook)
- Google Workspace (Docs, Sheets, Drive, Gmail)
- CRM Software (e.g., Hubspot)
- Collaboration Tools (e.g., Slack, Zoom)
- Data Analysis (basic knowledge of Excel or Google Sheets for reports)
- Written & Verbal Communication (clear, concise, professional tone)
- Client/Customer Relationship Management
- Stakeholder Coordination
- Problem-Solving & Conflict Resolution
- Multitasking & Adaptability
- Confidentiality & Data Protection (knowledge of GDPR and data privacy practices)
- Team Collaboration & Support
- Attention to Detail
- Task Management & Prioritization
- Meeting & Event Planning (including virtual events)
- Workflow Optimization
- Filing & Record-Keeping
- Time Management
- Proactivity & Initiative
- Adaptability/Flexibility
- Customer Service Orientation
- Problem Solving & Critical Thinking
- Discretion & Professionalism
- Team Player
- Social Media Management
- Typing Speed & Accuracy
- Remote Work / Admin Support / Virtual Assistant

Achievements

- Distinction in ITISA Leadership Course
- Top Retentions Consultant Nationwide
- Awards: Rising Star, Milestone Award, & Values Award
- Promoted 3 times within 9 years
- Customer Service Expertise & High-Speed Training
- Bronze Level Sales Professional (Sandler Training)

These achievements showcase my leadership, communication, and task management skills, essential for providing effective administrative support. My ability to handle multiple responsibilities and build strong professional relationships will contribute to efficient team operations.

Employment History

Company: Lightning Estates
Position: Remote Property Administrative Support
Dates: Jan 2025 - Present **Responsibilities:** Remote Property Admin Support to Director

- **Calls & Enquiries:** Handle all incoming calls and tenant enquiries, book property viewings
- **Website Management:** Regularly update the company website with new property listings, photos, and descriptions
- **Maintenance & Repairs:** Create and manage maintenance/repairs, liaising with contractors/tenants and following up to ensure timely completion of jobs.
- **New Tenancies:** Oversee the onboarding of new tenants, preparing and managing all tenancy paperwork, compliance documents, and move-in packs.
- **Email Management:** Monitor and manage the shared office inbox, ensuring all emails are responded to promptly and professionally.
- **Calendar Management:** Organise and maintain the viewing diary, scheduling property viewings and coordinating with tenants and landlords.
- **Administrative Support:** Perform all ad-hoc property administration tasks including council tax, utility transfers,
- **Vetting:** Review and vet all residential tenancy applications, ensuring applicants meet referencing and affordability criteria before progressing to tenancy agreements.
- **Compliance:** Ensure all properties remain compliant with UK property regulations, including gas safety, EICR, and EPC certifications.
- **CRM & Data Management:** Maintain accurate property data and documentation within Acquaint CRM and digital filing systems to ensure efficient record-keeping and reporting.

Company: ACE Windows NE Ltd
Position: Remote Administration Support UK
Dates: February 2024 - January 2025 (Liquidated) **Responsibilities:** (Support to General Manager, Operations Assistant, Support Finance, Support Operations and Trade Manager, Support PA and Reception

- **Social Media Content Management:** Create, edit, and schedule before-and-after posts for social media platforms, ensuring timely delivery and alignment with brand guidelines.
- **Meeting Minutes & Weekly Priorities:** Accurately transcribe minutes from the company-wide Monday morning meeting and distribute to all staff, outlining key discussion points and individual priorities for the week. Follow up on meeting outcomes and action points.
- **Quote Follow-Up & Client Coordination:** Follow up with landlords on submitted quotes for new installations and repairs, ensuring satisfaction with the proposal and encouraging approval to proceed with the work.
- **Client Review Management:** Proactively request feedback from clients after work is completed, ensuring positive reviews are submitted on Google and other review platforms to maintain high ratings and support ongoing business growth.
- **Compliance Audits & Reporting:** Conduct weekly audits of sales reps, fitters, and surveyors to ensure adherence to company standards, and compile a report highlighting any red flags to be sent to the director.
- **Work Log & Certification Management:** Ensure all completed work is promptly logged into the system and clients receive their guarantee certificates in a timely manner.
- **Case Study Creation:** Develop detailed case studies on completed commercial projects, ensuring they are formatted correctly for upload to the company website.
- **Market Research & Advertising Strategy:** Conduct market research to identify opportunities for advertising the company's products and services in local magazines, newspapers, and other relevant publications.
- **Provide administrative support:** to senior leadership (Managing Director and General Manager), managing office operations, scheduling, document organization, and task execution as directed.
- **Conduct desk research:** to support the finance department by gathering and analysing information on renewals for mobile phones, office phones, utilities, and internet providers to ensure cost-effective solutions.
- **Provide support to the Operations & Trade Manager:** by making follow-up calls to trade customers regarding quotes and marketing mailshots, ensuring timely responses and customer engagement.
- **Provide support to the Receptionist/Administrator:** by booking installation boards, auditing sales and installer calls, handling Certass registration, updating database with completed registration dates, and digitally filing paperwork.
- **Provide support to the Assistant PA/Installation Manager:** by typing priority meeting minutes, appraisals, and staff reviews; making follow-up calls to retail customers; conducting desk research for marketing; planning social media posts; and booking exhibitions and external displays as directed by senior leadership.

Company: bOnline Ltd
Position: Operations Manager (Sales)
Dates: November 2014 - August 2023
Responsibilities: Provided executive-level administrative and strategic support to the Managing Director, coordinating operations and streamlining processes for efficiency.

- **Data Analysis and Reporting:** Conducted data analysis and reporting to track performance and revenue, providing actionable insights to drive business decisions.
 - **HR Support and Onboarding:** Recruited and onboarded new staff, managing contracts, payroll processing, and ensuring compliance with company policies.
 - **Team Leadership and Account Management:** Led a team of 5, overseeing account management for existing clients, ensuring satisfaction, and identifying opportunities for new business development.
 - **Marketing and Performance Collaboration:** Worked closely with the marketing team to provide insights on performance, identifying areas for improvement to enhance conversions and drive revenue growth.
 - **Process Improvement:** Developed and implemented Standard Operating Procedures (SOPs) and Key Performance Indicators (KPIs) for the team, ensuring streamlined business operations and consistent performance.
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Company: Selldirect Marketing
Position: Contact Sales Manager
Dates: 2005 - 2014
Responsibilities: Provided executive-level administrative and strategic support to the Managing Director, coordinating operations and streamlining processes for efficiency.

- **Forecasting:** Ensure accurate sales forecasting and manage sales staff and team leaders
- **Operations:** Comply with Operational and Business processes and launch new Products/Campaigns/Projects
- **Admin/Reporting:** Conduct daily, weekly, and monthly reporting based on Campaign performance/success
- **Incentives/Analysis:** Monitor entire Campaign operations and implement monthly incentive program
