



VENITA PEPPER

Executive Assistant | Virtual Assistant | Remote Office Support

📍 South Africa (GMT+2) | 🌐 Available for Global Remote Roles
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PROFESSIONAL SUMMARY

Administrative professional with 5+ years of client-facing coordination and digital workflow management. Proven ability to work independently, manage distributed stakeholders (vendors, executives, remote clients), and deliver deadline-critical outcomes without direct supervision. Fully equipped for 100% remote executive support.

CORE COMPETENCIES

Remote Collaboration

Async communication | Virtual meeting coordination | Cross-timezone scheduling | Self-directed workflow management | Digital client onboarding

Technical Tools

Google Workspace | Microsoft Office | Zoom | CRM systems | Email management | Cloud file organization | WhatsApp Business

Administrative Excellence

Calendar & inbox management | POPIA-compliant data handling | Vendor coordination | Executive support | Report preparation

PROFESSIONAL EXPERIENCE

Client Services Administrator

OTF Call Centre Solutions | Jul 2025- Dec 2025

- Served as sole digital point of contact for 50+ daily client interactions across CRM, email, and phone—resolving inquiries independently with 98% first-contact resolution and zero supervision
- Managed end-to-end client data lifecycle in cloud-based systems with 100% POPIA compliance, ensuring seamless digital handoffs for distributed team members
- Coordinated vendor schedules and service delivery 100% remotely via email and phone, eliminating need for in-person oversight while meeting all deadlines.

Receptionist | Promoted to Call Centre Agent

Emit Reversing Time | Feb 2024 – Oct 2024

- Promoted within 2 months from reception to call centre agent based on strong digital communication skills and independent problem-solving ability
- Managed high-volume client interactions across phone, email, and CRM as frontline support for hybrid team, maintaining quality metrics with minimal supervision.

- Facilitated virtual meeting coordination including video conferencing setup and digital scheduling for distributed staff across multiple locations.

Office Administrator

Griqua Transformative Recovery Centre | Dec 2021 – Nov 2023

- Managed executive calendars and meetings for leadership team across multiple locations, handling all coordination by phone and email without daily supervision
- Maintained confidential client records following POPIA rules, and ran day-to-day office operations on my own
- Ordered supplies, arranged repairs with suppliers by phone and email, and wrote reports using Microsoft Word, Excel, and Google Workspace

Receptionist | Admin Assistant

Pepcorp Trading | Sep 2018 – Oct 2021

- Processed 500+ monthly documents via digital inventory systems with 99.5% accuracy, managing data entry and record maintenance independently
- Provided remote administrative support to off-site logistics teams via phone and email, resolving supplier queries and coordinating deliveries without in-person contact
- Managed procurement through online vendor portals, placing orders, tracking budgets, and resolving issues through digital communication channels

REMOTE WORK READINESS

Home Office Setup

Dedicated workspace | High-speed fiber internet | Noise-canceling headset | Dual-monitor setup

Time Zone Flexibility

GMT+2 base | Available for Global Remote Roles

 8:00 AM – 5:00 PM SAST | overlaps EU morning (8am–2pm CET) & US East Coast morning (2am–11am EST)

Digital Communication

Daily user of Zoom, Google Meet, Slack, and email for async collaboration | Experienced in calendar sharing and virtual scheduling

EDUCATION & PROFESSIONAL DEVELOPMENT

Matric (National Senior Certificate)

Mount Currie High School – Kokstad, KwaZulu-Natal | 2012

Professional Development

Microsoft Excel Basics — Educourse (2025)

Front Desk Operations — Atingi (2022)

Google Workspace Administration — Self-study (2024)

LANGUAGES

English (Professional) | Afrikaans (Conversational)

REFERENCES

Available upon request