
EXECUTIVE ASSISTANT

BULELA HLWATI

+27780429026 | bulelahlwati@gmail.com | <https://www.linkedin.com/in/bulela-hlwati-696313179>

SUMMARY

- Proactive and highly organized Remote Executive Assistant with over 3 years experience. Proven track record to anticipate and solve operational issues before escalation and avoid disruptions by 30% in a fast paced environment. Ability to pay attention to detail, successfully managing projects on 3 different timezones, and enhance productivity by 15% using tools such as Zoom and Microsoft teams for effective communication, Trello and Asana to track projects.
Adept at handling confidential information with discretion and avoid privacy breaches by 20%.
I am proficient in Microsoft Office suite, Google Workspace and CRM Tools.

SKILLS

- Computer literate | Attention to detail | Problem Solving | Effective time-management | Strong leadership and team management skills | Excellent communication (written/ verbal) | Interpersonal Skills | CRM software | Microsoft Office Suite | Google Workspace | Trello | Asana | Zoom

EXPERIENCE

2020 - 2021

- **Executive Assistant.**
Remote
 - Managed 80+ incoming calls and emails daily, delivering prompt, professional responses and routing inquiries efficiently to the appropriate departments, while maintaining an organized filing system that improved document retrieval accuracy and administrative workflow.
 - Masterfully coordinated and optimised executives' calendars by scheduling, prioritising and restructuring 20+ daily meetings, travel plans and high-stakes appointments, ensuring founders stayed aligned on critical business goals, maximised productivity and never missed key deadlines or stakeholder engagements.
 - Proactively identified and resolved potential operational issues before escalation, reducing disruptions to executive workflows by up to 30%.
 - Spearheaded highly organised workflow systems to track 100% of processes, commitments and outstanding tasks, ensuring no loose ends were overlooked and improving operational efficiency in fast-paced environments.
 - Orchestrated high-level negotiations with vendors, suppliers and strategic partners, consistently closing deals on positive terms and improving service delivery, pricing and contract outcomes.
 - Executed and closed high-priority tasks with urgency and precision, consistently meeting 100% of deadlines without compromising quality or follow-through.
 - Exercised strict discretion by managing 100+ confidential executive documents, calendars and communications with zero privacy breaches or data-handling errors.
 - Crafted and edited high-impact executive communications on behalf of founders, producing 20+ professional emails, reports and stakeholder updates weekly with exceptional grammar, clarity and brand consistency.
 - Served as a trusted long-term support to a founder/CEO/partner, driving execution of 80-120 weekly priorities, streamlining workflows, and maintaining consistent delivery across fast-changing business demands.
 - Facilitated effective communication with C-suite and senior stakeholders through structured written and verbal updates, supporting 100% timely decision-making on key operational priorities.

2016 - 2018

- **Administrative Assistant**
Ethiopian Episcopal Church Youth Association
 - Oversaw daily administrative operations for a team of 50+ employees, maintaining seamless communication and task tracking
 - Processed and reconciled expense reports, ensuring compliance with corporate policies.
 - Developed and maintained CRM database of 1,000+ client records, improving data accuracy by 35%
 - Assisted in onboarding 10+ new hires, coordinating training schedules and documentation
 - Created standardized templates and workflows, reducing repetitive administrative tasks by 20%.

EDUCATION

2010

- **East London High School**

Matric (Grade 12)

ADDITIONAL INFORMATION

Reference available upon request