

ASHONA TOOLSEEPURSA

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Date of Birth: 27 September 1983

PROFESSIONAL SUMMARY

Experienced and tech-savvy Virtual Assistant with 20+ years of proven excellence in executive support, remote operations, team supervision, and client communication. Adept in managing C-Level administrative functions in high-pressure environments. Recently added to the Management Team to represent the administration department. Proficient in managing virtual calendars, coordinating remote teams, ensuring seamless communication in remote environments and collaboration tools. Committed to excellence, discretion and efficient problem-solving skills, whilst delivering professional and high-level virtual support services.

CORE COMPETENCIES

- Virtual Administration & Executive Support
 - Remote Communication & Stakeholder Liaison
 - Proposal & Report Writing
 - Calendar, Email & Task Management
 - Online Research & Document Preparation
 - Data Entry & Digital Records Management
 - Team Coordination & Administrative Leadership
 - Strategic & Project Planning
 - Strong Written and Verbal Communication (English)
 - Remote Meeting Support
 - Time Management, Confidentiality & Dependability
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PRODUCTIVITY TOOLS

- Productivity Tools: Microsoft Office Suite, Outlook, Google Workspace, Teams, Zoom
 - Design & Reporting: Canva, Excel, PowerPoint, ChatGPT
 - Communication: WhatsApp Business, Email Management Systems
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PROFESSIONAL EXPERIENCE

Personal Assistant to CEO (Hybrid/Remote)

Durban and Coastal Mental Health

- Calendar management for executives
 - Responded to emails and document requests on behalf of executives.
 - Coordinated virtual meetings, and stakeholder communication
 - Drafted appeal letters, proposals, reports, and presentations under tight deadlines
 - Supervised a remote/hybrid admin team, ensuring productivity and conflict resolution
 - Maintained communication with external departments (e.g., Health & Social Development)
 - Spearheaded remote project tracking and conducted research for strategic initiatives
 - Utilized Microsoft Teams, and Google Drive for digital collaboration
 - Assisted in basic HR functions such as designing job adverts, selection and onboarding.
 - Compiled and maintained employee handbooks, training manuals, and code of conduct documents.
 - Ensured adherence to policies and procedures through frequent training, monitoring and evaluation.
 - Monitored operational workflows to ensure deliverables are achieved timeously.
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Management Secretary

Durban and Coastal Mental Health

- Managed the day-to-day operational and administrative activities.
- Coordinated reports and funding proposals for donor and government submissions
- Recorded accurate meeting minutes, compiled SLAs, and maintained digital filing systems
- Provided front-desk and virtual support, managed procurement and record-keeping
- Managed switchboard functions on VoIP systems.

Departmental Secretary

Mangosuthu University of Technology

- Provided in-person support for academic admissions and exam processes
- Managed departmental procurement and ensured compliance with policies

Staff Manager

Sohigh Investments Incorporated

- Managed HR operations, including recruitment and employee records
- Handled financial administration: invoicing, budgets, contracts, and reporting
- Supervised the Maintenance Coordinator, ensuring smooth operations.

EDUCATION & CERTIFICATIONS

National Diploma in Industrial Psychology

Intec College | 2017 – 2019

Diploma in Business & Financial Administration

Oxbridge Academy | 2012 – 2013

Matric Certificate

Apollo Secondary School

Certifications:

- Secretarial
- Personal Assistant
- Time & Stress Management

REFERENCES

Upon request

PERSONAL STATEMENT

I am passionate about providing high-quality administrative and executive support in a remote work environment. With a strong foundation in communication, organisation, and stakeholder management, I look forward to contributing my expertise to a dynamic virtual assistant role where I can support team efficiency, maintain professionalism, and help drive success.