

*'Emma is trustworthy and reliable; I don't know what I would do without her!'*

## **Personal Statement**

I am a hardworking and proficient office support professional with 30+ years' experience in office management, administrative and personal assistant roles. As a self-employed Virtual Assistant running my own business, I efficiently manage my clients' needs with initiative and a disciplined approach to completion of work within deadlines and sensitively handle confidential issues with good communication skills.

## **Work Experience**

### **February 2015 – present – Owner of Universal PA Services**

#### **Virtual Personal Assistant/Administrator**

In 2015, with the experience I have in Senior Admin and PA roles I started my business, Universal PA Services to provide small businesses with a professional, flexible and bespoke PA/Admin service. I deliver a wide variety of admin tasks which would otherwise take up my clients' valuable time. Shouldering this responsibility allows my clients to concentrate on growing their businesses and making money. I always strive to maintain high standards and never just do the minimum to get the job done.

My clients come from a variety of industries, including a Chartered Surveyor, Social Media Manager, Dental Professionals, Lawyer, IT Asset Managers and Arboricultural Consultants.

### **Oct 2012 – Feb 2015- Office Manager/PA - The Work Shop Resourcing Ltd**

Office Manager looking after the very varied day to day office management of The Work Shop's 3 branches, Ringwood, Poole and Romsey. This included: Marketing; HR; office machine and contract management; high level email management; job board maintenance; paper and electronic filing; management and integrity of company logos and templates; help and assistance to 10 consultants; reception; meet and greet candidates and clients; dissemination of procedures across all branches; IT support; management of company database; social media and website. The role involved many other project tasks and based in Ringwood I was PA to the two Directors looking after their daily needs.

#### **Key accomplishments:**

Re-organised electronic filing system; implemented various office procedures; implementation of systems for new 3<sup>rd</sup> branch; standardised office templates; implementation of regular inter-office meetings, office calendar, staff review process, new starter induction packs, staff holiday and sickness procedure and spreadsheets; introduced new IT Support company; established supplier contact list; saved money on office utility contracts.

### **2002-2012 - Virtual Administrator (Self Employed)**

My clients included: a partially sighted PR consultant helping with her computer work; an American accountant with 2000+ clients, running their UK office, managing all mail, email, office systems, databases, spreadsheets and large mailshots; court bankruptcy paperwork and some dissertations for university students. General admin support for an Arboricultural Consultancy, typing of quotes and tree schedules, creating templates for email and Word.

#### **Key Accomplishments:**

Handled a wide range of administrative support; managed high levels of email; proven proficiency at writing emails and letters to clients; maintained high level of data protection of sensitive tax data for all 2000+ clients of CPA client; helped to develop MS Office admin procedures, tracking systems; answered telephone and assisted customers with high level of customer care; completed own bookkeeping and self-assessment.

### **1992-2002 - Had my two children and continued my professional development:**

- Word processing of essays and report for students
- Gained two Distinctions in Word RSA Stage II at evening course
- Secretary for the PTA at my children's primary school
- 18 months working in local playgroup as assistant
- Seasonal part time assistant at local plant nursery with propagation team

## Skills

MS Office Suite  
Database/spreadsheet administration  
Filing & records management  
Email management  
Customer relationship management (CRM) systems  
Customer service  
Office management  
90 wpm typing  
Document presentation and formatting  
Proofreading  
Front of house/Reception  
CV design – employer friendly  
Website updates using WordPress

## Additional Information

I am an approved member of the *Society of Virtual Assistants* and I attend PA and business networking events along the South coast. Along with my partner, we have written and self-published a children's story book about our campervan adventures. I enjoy walking our dog in the Dorset countryside and travelling in our campervan, as well as refurbishing our home.

## Testimonials/References

*'Emma has been absolutely invaluable to the progression and organisation of our charity model. Emma provided us with reliable and professional content management by incorporating a cloud-based customer relationship and project management tool which enables the charity to run far more effectively. Emma is a pleasure to work alongside. I admire her work ethic, efficiency and passion for helping others. Emma has been thrown into the world of Dentistry but has landed with both feet firmly on the ground and is well and truly one of the BrushUpUK team.'* **Megan Thomas, BrushUpUk**

*'As a small business owner wanting to expand but not yet ready to commit to taking on employees, being able to outsource some work to Emma has been fantastic! Initially, I engaged Emma to enter a number of expenses to my cloud bookkeeping system. However, Emma has gone on to help me set up and work within my CRM system. Emma now carries out a variety of tasks for me including but certainly not limited to proofreading, typing up and formatting documents, running reports, assisting with social media, inputting text and changing text content on websites, communicating with customers, file organisation, and assisting in ironing out of processes as the business grows. Emma is trustworthy and reliable; I don't know what I do without her!'* **Rebecca Wade, Purple Dog**

*'We have used Emma's services for a number of key tasks... which included working on our database and production of key marketing materials. Emma delivered these services with flexibility, discretion, accuracy, intelligence and was an absolute pleasure to work with, we will most certainly be utilising her skills again in the future'* - **Roz Barrell, Director, Barrell Tree Care Ltd**

*'Emma, the document looks amazing. Thanks for turning it around so quickly and as always for your can-do attitude in times of tight deadlines!'* - **Tracey O'Connell, LawPoint Ltd**

*'Working with Emma has made my life so much easier to manage. I am self-employed and have many contracts that mean I am travelling and trying to juggle many different projects at once. No matter what I ask Emma to do, she picks up the ball and runs with it. Her organisation is fabulous and she has got to know how I work and what I want very quickly. Our relationship has freed me up to focus on what I need to do whilst Emma continues to manage my projects. Having a virtual PA is simply a brilliant way to work'* – **Simon Tucker, CEO, Dental Sky Ltd**