



Ashlee Hatton-Jones

Executive Personal Assistant

Contact

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Skills

- Multitasking
- Organizational
- Time Management
- Customer Service
- Verbal and written

Dedicated Personal Assistant professional with history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

Exceed goals through effective task prioritization and great work ethic.

Work History

2011-01 -
Current

Freelance Personal Assistant

Time For Tasks (Own Business), Randburg

- Phone calls
- Manage contact list
- Prepare customer spreadsheets and keep online records
- Organize managers' calendars
- Perform market research
- Create presentations, as assigned
- Provide customer service as first point of contact
- Utilized personal and professional networks to identify, acquire and manage new clients
- Coordinated international and domestic travel logistics including flight itineraries, hotel reservations and car services
- Provided multifaceted services to professionals by managing mail, scheduling appointments and other administrative tasks
- Established regular client base and increased earnings by R6000 pm

2020-02 -
2022-11

Internal Sales Consultant

247Online, Randburg

- Collaborated with upper management to implement continuous improvements and exceed team goals.
- Implemented systems and procedures to increase sales.
- Built relationships with customers and community to establish long-term business growth.
- Surpassed sales targets consistently and maintained solid No.1 ranking.
- Achieved sales goals and service targets by cultivating and securing new customer relationships.
- Maintained up-to-date knowledge of competitor products and pricing in market served.

2015-09 -
2018-08

- Trained all new sales representatives on sales strategies and processes to reduce process gaps.
- Closed average of 100 - 120 sales calls each month.

Personal Assistant & Payroll Admin to HR Manager

Cyclone Engineering Projects , Krugersdorp

- Maintained appropriate filing of personal and professional documentation.
- Used discretion when handling confidential information.
- Exceeded goals through effective task prioritization and great work ethic.
- Improved operations through consistent hard work and dedication.
- Resolved problems, improved operations and provided exceptional service.
- Processed payroll garnishments such as tax liens and child support.
- Managed payroll data entry and processing for 200+ employees and two other sister companies to comply with predetermined company guidelines.
- Responded to employee questions and requests for information in timely and knowledgeable fashion.
- Updated employee files with new details such as changes in address or salary levels.

2013-06 -
2014-08

Personal Assistant to FM, GM & Payroll Admin

Chamdor Meat Packers , Krugersdorp

- Same as Cyclone Engineering Projects
- Used discretion when handling confidential information

2009-01 -
2010-12

Personal Assistant to CEO

Homemark (PTY)LTD, Sandton

- Coordinated events, prepared agendas and managed schedule for CEO.
- Booked travel by coordinating and reserving transportation and lodging.
- Used advanced software to prepare documents, reports and presentations.
- Updated spreadsheets and created presentations to support executives and boost team productivity.

2003-05 -
2008-11

- Screened calls and emails and responded accordingly to support executive correspondence.
- Transcribed dictated information to provide clearly written communication.
- Answered incoming phone calls and emails, and presented urgent requests for timely response.
- Tackled special projects such TV Advertising to meet tight deadlines.
- Increased sales by making sure all scheduled TV adverts were booked timeously and at special rates

Personal Assistant to GM & National Sales Manager

Heatsolve T/A Warmup , Roodepoort

- Increased sales by 30% every year by working overtime during winter
- Used Microsoft Word and other software tools to create documents and other communications.
- Exceeded goals through effective task prioritization and great work ethic.
- Worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Learned new skills and applied to daily tasks to improve efficiency and productivity.
- Assisted customers by providing tracking information and resolving shipping or merchandise issues.
- Contacted customers to collect payments and verify or add to existing information, consistently providing timely, accurate and customer-oriented service.
- Communicated with customers to verify information, fill out appropriate paperwork and carry out specified requests.
- Created shipping and invoicing documents with accurate customer, destination and materials information to meet shipper standards and identify any hazardous contents.
- Informed supervisors and coworkers of inventory needs and double-checked supplies before completing customer orders.
- Informed customers by mail or telephone of order information such as unit prices, shipping dates and anticipated delays.

- Processed and handled customer complaints, answering questions and providing alternative solutions.
- Maintained energy and enthusiasm in fast-paced environment.

Education

2023-01 -
Current

Online Courses

Online Courses - Online

Actively studying via Google a Digital Marketing and E commerce Certified course. Actively studying via Alison a creative writing course. Completed Mike Nardi Youtube Copywrite practical course 3rd to 4th Jan 2023.

2005-05 -
2018-01

Certified : Administrative And Payroll

Various - JHB

Kumalo Green: - Advanced Professional skills for PA's and Secretaries and Practical Project Management

Life Learning Center: - Interior Design & Decor

SAGE VIP Payroll And HR – Basic Training Course Version 13.3. P.A. 1a. 1 (2013) SAGE Employment Documentation Seminar

SAGE Employment Documentation Seminar 2018

1992-01 -
1996-11

High School Diploma

West Ridge High - Roodepoort

Subjects: English, Math, Afrikaans, Biology, History, Business Economics

Interests

Creative writing

Cooking

Fitness Training

Walking