



Idalien Everts

VIRTUAL & PERSONAL ASSISTANT

Profile

I am a Freelance Virtual Assistant / Personal assistant who loves supporting companies worldwide. I utilize my skills in administration, CRM, Recruitment, and VIP Services, as well as my passion for creating websites, blogs, and engaging content.

My mission is to empower and drive the global success of businesses through dedicated support and innovation!

Work Experience

May 2024 - present

[Oxbridge Admissions Club - UK](#)

Virtual Assistant

- Maintaining DM's on social media;
- Customer Service | maintaining | implementing new strategies;
- Optimize workflow; Handling complaints/ issues/ worries of clients;
- Pursuing any late payments of payment plans;
- Upselling products and services;
- Reaching out to or responding to inquiries from other businesses or individuals about potential collaborations or projects;
- Any correspondence that may be needed for future hires or contractors;
- Researching tools or software that help improve operations, e.g. data analytics, ad tracking software, CRMs, etc.

January 2024 - present

[ICeVisuals | The Netherlands](#)

Owner | Virtual Assistant | Web Design

- Virtual Assistant Services - CRM, Recruitment, Social Media;
- Web Design - front to end designs through WIX;
- Content Creation - writing content and implementing strategies;
- WIX Expert - profound knowledge of WIX tools;
- Blogging - writing blogs about Virtual Assistants;
- Content & Portrait Photography;
- SEO implementation;

2019 - 2024

[ABN AMRO - Residence Terschelling | RKR Recycling](#)

Administration Assistant

- Responsible for completing business files for new upcoming companies;
- Initiating improvement proposals within the Quality Control workflow;
- Responsible for incoming mail traffic, telephone, daily planning;
- Preparing accounting and payments; maintain social media; make reservations; facilitating meeting rooms
- Creating of national/ international client accounts;
- Screening of legal documentation;
- Administration; email/ phone/ digital media;
- Responsible for the cash-payments of clients;

CONTACT

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EDUCATION

- **The Expert Academy**
Customer Relationship Management
Certificate - 2024
- **Erin Booth Academy**
Must have skills - Virtual Assistant
Certificate - 2024
- **Cibap**
2002-2007
Interior Design & Management
Secondary vocational education

COMPETENCIES

- Customer oriented
- Accurate
- Communicative
- Creative
- Loyal
- Problem solving
- Adaptability
- Confidentiality
- Multitasking
- Time Management
- Attention to detail

INTERNSHIPS

Brand Interiors | Netherlands

2007 - completed

COURSES

SEO Wix | 2024 by Mark A Preston

Notion | 2024 by Janosch Herrmann

SKILLS

- WIX editor
- Photoshop
- Figma
- Canva
- PMS | BookingExpert
- Gemini
- Office 365 | Outlook
- Google Workspace
- Gmail
- Notion
- Jortt
- Slack
- ThriveCart
- AI - ChatGPT
- Google Analytics
- Powerpoint
- Word
- Excel
- Zoom | Skype | Teams
- Lightroom
- Movavi Editor
- Captions
- YouTube
- LinkedIn | Facebook | IG
- AirBnB
- Dropbox
- English fluently
- Dutch mother tongue

2014 - 2018

Digital Outsource Services | Cape Town

Customer Service Expert VIP

- Serving our new and existing customers and players through inbound and outbound services across all media. Assist VIP and high rollers;
- Responsible for VIP accounts up to 3 million EU;
- Process all incoming and outgoing contacts in a multimedia environment;
- Bringing forward new ideas into the field of management;
- Account management, account management;
- Stimulate different behaviours to improve business statistics;
- Escalate system issues through the agreed procedure.

2011 - 2014

Creyf's & Timing Netherlands

Recruitment Specialist

- Bringing in new companies through telephone acquisition or in person;
- Maintaining contact with business customers;
- Carry out payroll administration
- Drawing up a job profile for a specific vacancy;
- Selecting and actively approaching interesting candidates who fit the outlined job profile;
- Conducting telephone and/or face2face with candidates;
- Conducting exploratory interviews and/or job interviews;
- Coaching candidates during the application procedure (career counselling).

2010

Carnival Cruiselines | Miami

Office Administrator

- Responsible for setting up all financial accounts for all guests on board;
- Responsible for writing reports on all complaints on board and reporting to all departments;
- Giving safety instructions to the guests on board;
- Provide training to the new staff;
- Control of communication between guests and staff;
- Responsible for all passenger needs and facilities on the ship (2000 pers.);
- Control of communication between all departments on the ship;
- Writing and translating the daily newspaper;

2007 - 2009

Shell Global | Cape Town

Customer Service Specialist Embassy EU

- Organizing, preparing and chairing weekly meetings between Cape Town and the Benelux;
- Responsible for setting up Key accounts in the Benelux;
- Responsible for all accounts of the Embassy within the Benelux;
- Responsible for giving courses and updating information within the department;
- Provide support to sales and account managers;
- Writing course material for new starters within our department;
- Innovating new strategies for our embassy clients;