



Idalien Everts

Virtual Assistant Administrator Customer Service Specialist

Profile

As an experienced Virtual Assistant with over a decade of international experience, I have had the privilege of working in various countries, including South Africa, Australia, and different parts of Europe.

My passion lies in providing Administrative Support, VIP and Customer Service to a diverse range of international clients.

I take great joy in forging meaningful business relationships and thrive on the opportunity to connect with others.

I firmly believe that delivering top-notch services is paramount in my field. I am driven by creativity and innovation, and I take pride in my ability to pay close attention to detail while utilizing my social skills to cultivate strong and successful partnerships.

I am enthusiastic about taking on diverse projects and have found that setting clear goals and maintaining a focused approach is the key to delivering the high-quality services that I hold myself accountable for, and that my clients deserve.

Work Experience

Jan 2024

ICeVisuals | Netherlands

Web Designer | SEO | Social Media

- Responsible for designing, programming and maintaining websites using WIX;
- Designing and giving workshops in which students learn to create their own website;
- Implementing SEO and technical features;
- Marketing. Social Media. Administration. Book keeping. Email. Phone. Online meetings;

2019 - 2024

Residence | RKR Recycling | ABN AMRO

Administration Assistant | Receptionist

- 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;
- Receiving clients at the front desk by greeting, welcoming, directing and announcing them appropriately;
- Administration; email/ phone/ digital media;
- Maintain contact with clients by email/phone;
- Responsible for the cash-payments of clients;
- Responsible for the daily planning;

2014 - 2018

Digital Outsource Services | Cape Town

Customer Service Expert VIP - NL/ENG

- 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;
- Solve customer issues on all media: Emails, Web chats, etc.;
- Stimulate different behaviours to improve business statistics;
- Escalate system issues through the agreed procedure to the appropriate support;

Contact

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www.icevisuals.com

Education

Udemy

Must have skills - Virtual Assistant 2024
Certificate - yes

Cibap

Interior Design & Management
Degree 2007

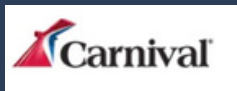
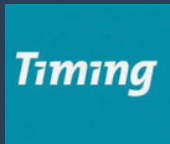
Competencies

- Customer oriented
- Accurate
- Communicative
- Creative
- Loyal
- Problem solving

Skills

- WIX editor
- Photoshop
- Figma
- Canva
- PMS | CRM | BookingExpert
- Office 365 | Outlook
- Google Workspace
- Google Analytics
- Excel | Word | Powerpoint
- English fluently
- Dutch mother tongue

Former Employers



Internships

Brand Interiors | Netherlands

2007 - completed

2013 - 2014

Creyf's | Netherlands

Recruiter

- 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 conversations and/or face2face with candidates;
- Conducting exploratory interviews and/or job interviews with candidates;
- Coaching candidates during the application procedure (career counselling, coaching and performance interviews);
- Collect, screen and assess incoming applications;

2011 - 2012

Timing | Netherlands

Recruiter

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2010 | 6 months contract

Carnival Cruiselines | Miami

Front Office Administrator - NL/ENG

- 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;
- Customs support on board and on land;
- 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;
- Maintain contact with guest by means of email, telephone;

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 and entering data; (Juice/Gemini)
- 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;