

Melanie Zanele

Junior Virtual Assistant

SUMMARY

Detail-oriented software engineer with over 5 years of experience in full-stack development and expertise in modern programming languages such as Python, JavaScript, and Java. Demonstrated knowledge in agile methodologies, object-oriented programming, and software development life cycle (SDLC). Holds a Computer Science degree and has a track record of implementing robust code for high-volume businesses. Proficient in using technologies like React, Node.js, and Docker, with extensive experience in database design and management using SQL and NoSQL databases. Solid background in developing and optimizing algorithms, data structures, and system design, ensuring best practices in code quality and software architecture.

TECHNICAL SKILLS

Main Technical Skills	active admin, Oracle VM VirtualBox, App Service, Gambling & Betting, MS SQL Server Management Studio
Ruby Libraries and Tools	active admin
Databases & Management Systems / ORM	MS SQL Server Management Studio
Industry Domain Experience	Gambling & Betting
Virtualization, Containers and Orchestration	Oracle VM VirtualBox

WORK EXPERIENCE

Virtual Assistant, Virtual Assistance Operations

Summary: Provided comprehensive virtual administrative support, managed calendars, and communicated directly with clients.

Responsibilities: Administrative support, appointment setting, client communication, time management, risk management, online teaching.

Technologies: Microsoft Office, Google Workspace, CRM software, Project management tools, Communication platforms, Scheduling tools, Data entry & research tools.

Cashier Customer Reception, Retail Customer Service

Duration: 2018-2019

Summary: Managed customer transactions, assisted customers with inquiries, and performed refund processes.

Responsibilities: Process payments, handle cash and card transactions, customer assistance, manage refunds, maintain transaction accuracy.

Technologies: None specified.

Administrator, Court Administration

Duration: 2016-2017

Summary: Oversaw court record management, organized hearings, and supported magistrate operations.

Responsibilities: Manage court records, schedule hearings, handle filings, assist magistrates, coordinate administrative tasks.

Technologies: None specified.

EDUCATION

- **Victoria West Combined**
- **IQ Academy Risk Management**
- 2019-2020
- **Business School of Trade**
- Masters in Business Studies
- 2024 - 2025

CERTIFICATION

- **Virtual Assistant**
- **Health and Safety**
- **Receptionist**
- **Office Admin**
- **TEFL**

