

# VIRGI SYMONE JORDAAN

IT Support & Operations Specialist | SEO & Audit Professional | Remote Work Expert

**WEBSITES:**

★ <https://www.linkedin.com/in/virgi-symone-jordan/>

**SKILLS:**

Hard Skills

Utility Billing & Reconciliation  
Tariff Allocation & Adjustments  
SEO Audits and Optimisation  
Google Analytics and WordPress  
Financial Auditing and Reconciliations  
Financial Statement Analysis  
Project Management  
Microsoft Word / Google Docs  
Microsoft Excel / Google Sheets  
Microsoft PowerPoint / Google Slides  
Keyword Research and On-Page SEO  
Technical SEO  
Site Speed Optimisation  
Pastel Accounting  
Power BI  
Alteryx  
Research and Analysis  
Internal Linking  
Creating meeting agendas  
Data Entry  
Google Meet / Zoom/ Teams  
Google Calendar  
Gmail / Outlook  
Google Drive  
Google Forms  
ChatGPT/ Gemini  
Canva  
Generative AI  
Machine Learning  
Chatbots  
AI

Soft Skills

Process Improvement  
Initiative & Resourcefulness  
Critical Thinking and Problem-solving  
Leadership and Mentoring  
Remote Work Efficiency  
Self-motivation  
Collaboration and Teamwork  
Time Management  
Prioritisation  
Clear Communication  
Attention to Detail  
Accuracy  
Adaptability and Flexibility  
Work Ethics and Integrity  
Continuous Learning Mindset  
Organisational Skills  
Patience and Empathy  
Confidentiality and Discretion  
Emotional intelligence  
Self-awareness  
Stress Management  
Conflict Resolution  
Creativity and Innovation  
Cultural Sensitivity  
Active Listening  
Positive Attitude  
Customer Service  
Networking and Relationship Building  
Strategic Thinking  
Public Speaking  
Team Building

**PROFESSIONAL SUMMARY:**

Detail-oriented IT Support Associate and former Property Administrator with a strong foundation in technical support, SEO, and financial auditing. Proven track record of optimising operations—boosted organic traffic by 58% in under three months, and ensured 100% audit compliance for JSE-listed clients at PwC. Skilled in Google Analytics, WordPress, Power BI, and Microsoft Office, with growing expertise in AI, Generative AI, and machine learning technologies. Renowned for adaptability, analytical thinking, and delivering results across both onsite and remote

environments. Highly effective in cross-functional collaboration, process improvement, and managing sensitive client data with precision and confidentiality.

## WORK HISTORY:

### IT Support Associate – 04/2025 to Present

CAPACITI – UVU Africa NPC, Port Elizabeth, South Africa (On-site)

- ★ Participating in a 12-month structured work-based training programme focused on IT Support and Professional Development.
- ★ Gaining hands-on experience with troubleshooting, user support, and technical systems.
- ★ Engaging in personal development workshops to strengthen communication and workplace readiness.

### Property Administrator - 01/2025 to 03/2025

UMFA GR Business Trust, Port Elizabeth, South Africa (On-site)

- ★ Managed utility operations, balancing buildings on UmfaWeb to ensure accurate reporting and efficient data management.
- ★ Generated and distributed comprehensive client reports, improving transparency and streamlining communication.
- ★ Oversaw meter additions, removals, and changes, ensuring up-to-date utility records.
- ★ Allocated tariffs effectively, optimising cost recovery for property owners.
- ★ Utilised Microsoft Excel, Word, and Outlook to maintain organised documentation and facilitate seamless workflow.

### SEO Specialist - 12/2023 to 09/2024

Digital Marketing One, United States (Remote)

- ★ Developed and executed SEO strategies, increasing organic traffic by 58% within 3 months.
- ★ Conducted keyword research, optimising metadata across 150 web pages, increasing traffic by 20K monthly visitors.
- ★ Performed website structure analysis, resolving 10+ critical indexing issues, improving load speed by 40% and boosting user engagement.
- ★ Provided ongoing SEO audits, improving visibility and driving content optimisation for long-term growth.

### Associate 2 (Assurance SDC) - 01/2021 to 11/2023

PricewaterhouseCoopers (PwC), Port Elizabeth, South Africa (Remote)

- ★ Managed financial audits for 15 JSE-listed clients, ensuring 100% compliance with audit regulations and improving documentation accuracy.
- ★ Verified 100+ audit evidence documents weekly, cross-referencing financial data across 10+ accounts to ensure quality control.
- ★ Coordinated 5+ simultaneous audit engagements, meeting tight deadlines while maintaining relationships with 10+ clients.
- ★ Worked remotely with 3+ audit teams and 5+ external partners, maintaining 95%+ productivity and seamless communication across time zones.

## EDUCATION:

### ALX Africa, Online

No Degree, AI Career Essentials, 12/2024

- ★ AI Career Essentials (AiCE) is a comprehensive 6-week programme designed specifically for young professionals seeking to harness the power of AI technology for career advancement.

#### ALX Africa, Online

No Degree, Virtual Assistant, 10/2024

- ★ Training in project management, digital tools, communication, and time management.

#### Nelson Mandela University, Port Elizabeth, South Africa

Bachelor of Commerce, General Accounting, 01/2021

- ★ Incomplete
- ★ Completed coursework in Financial Accounting, Auditing, Management Accounting, and Advanced Company Law.
- ★ Nelson Mandela Champion Within, 2015
- ★ Business Experience Program, Ernst & Young Global Limited, Completed 2016
- ★ Aberdare Bursary, 2019 from Aberdare Cables

#### Lawson Brown High School, Port Elizabeth, South Africa

High School Diploma, 01/2014

- ★ Passed with distinction
- ★ Recipient of Academic Half Colours, 2013
- ★ Recipient of Diligence Award and Trophy, 2013
- ★ Recipient of Academic Half Colours, 2012
- ★ Recipient of Accounting Award, 2012
- ★ Top 10 of Grade (2010 - 2012)
- ★ Recipient of Academic Colours, 2011
- ★ Recipient of Economic and Management Sciences Award, 2011
- ★ Recipient of Academic Half Colours, 2010
- ★ Recipient of Economic and Management Sciences Award, 2010
- ★ Recipient of Human and Social Sciences Award, 2010
- ★ Recipient of Service Award - Book room, 2013
- ★ Recipient of Service Award - Book room, 2012
- ★ Deputy Manager of Book room, 2013
- ★ Book room Staff, 2012
- ★ Prefect, 2014

#### ACCOMPLISHMENTS:

- ★ Boosted organic traffic by 58% within 3 months at Digital Marketing One.
- ★ Managed 30+ financial audits with 100% compliance and accuracy at PwC.
- ★ Maintained 99% productivity during peak auditing periods at PwC.

#### CERTIFICATES:

- ★ AI Essentials – Intel Corporation
- ★ Active Listening: Enhancing Communication Skills – Coursera
- ★ Artificial Intelligence Fundamentals – IBM
- ★ Developing Interpersonal Skills – IBM
- ★ Introduction to Generative AI – Google Cloud Training Online
- ★ Verbal Communications and Presentation Skills – Starweaver

Gqeberha (PE), South Africa 6001 | (+27) 073 077 8181 | [virgisymonejordan@outlook.com](mailto:virgisymonejordan@outlook.com)

- ★ **Write Professional Emails in English** – Georgia Institute of Technology
- ★ Certificate to Teach English as a Foreign Language (CTEFL) - TEFL Universal
- ★ Excel Foundations - UPvisor
- ★ Fundamentals of Agile Project Management - Project Management Institute
- ★ Fundamentals of Predictive Project Management - Project Management Institute
- ★ Career Boost with Power BI - Exodus Experts

## LANGUAGES:

- ★ English - Bilingual or Proficient (C2)
- ★ Afrikaans - Advanced (C1)