

# VIRGI SYMONE JORDAAN

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

## WEBSITES:

- ★ <https://www.linkedin.com/in/virgi-symone-jordan/>
- ★ <https://symonalisa.github.io/index.html>

## SKILLS:

### Hard Skills

IT Support & Troubleshooting  
Utility Billing & Reconciliation  
Tariff Allocation & Adjustments  
Financial Auditing & Reconciliations  
Financial Statement Analysis  
SEO Audits & Optimisation  
Research & Analysis  
Project Management  
Technical Documentation  
Data Visualisation (Power BI)

### Soft Skills

Critical Thinking & Problem-Solving  
Process Improvement & Initiative  
Collaboration & Teamwork  
Leadership & Mentoring  
Clear Communication & Active Listening  
Adaptability & Flexibility  
Confidentiality & Discretion  
Time Management & Prioritisation  
Emotional Intelligence & Conflict Resolution  
Customer Service & Relationship Building

## TECHNICAL TOOLS & PLATFORMS:

Microsoft Office Suite (Word, Excel, PowerPoint)  
Google Workspace (Docs, Sheets, Slides, Forms, Calendar, Drive, Gmail)  
WordPress & Google Analytics  
Pastel Accounting  
Power BI  
Zoom, Google Meet, Microsoft Teams  
Canva

## PROFESSIONAL SUMMARY:

Detail-oriented IT Support Associate and former Property Administrator with a versatile background spanning technical support, SEO, and financial auditing. Demonstrated ability to optimise operations; boosted organic traffic by 58% within three months and ensured full audit compliance for JSE-listed clients at PwC. Proficient in Google Analytics, WordPress, Power BI, and Microsoft Office. Recognised for adaptability, analytical problem-solving, and consistently delivering measurable results in both onsite and remote environments. Currently focused on merging audit expertise with IT support skills to create value in IT audit, compliance, and technical operations.

## WORK HISTORY:

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

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

- ★ Participating in a structured IT Support and Professional Development programme.
- ★ Providing hands-on troubleshooting and user support for hardware, software, and network-related issues.
- ★ Strengthening professional skills through workshops on communication, teamwork, 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

- ★ On Hold
- ★ 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:**

- ★ Google IT Support Specialisation - Google - Credential ID CY4HWES4TIOA
- ★ CTEFL - TEFL Universal - Credential ID 19020
- ★ 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)