

Whitney Bok

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■ Open to Remote & Hybrid Work Opportunities

Professional Summary

Resourceful and detail-oriented administrative professional with proven experience in reception, customer service, and executive support. Skilled in managing client communications, scheduling, and remote coordination using modern digital tools. Known for delivering outstanding customer experiences, maintaining organized workflows, and adapting quickly to new systems. Seeking a remote role as a Receptionist, Administrative Assistant, or Customer Support Representative where professionalism and service excellence are valued.

Core Competencies

- Reception & Virtual Front Desk Operations
- Administrative & Executive Support
- Customer Service & Relationship Management
- CRM & Database Management (HubSpot, Zoho, Salesforce familiarity)
- Calendar & Schedule Coordination
- Microsoft Office Suite (Excel, Word, Outlook, PowerPoint)
- Professional Email & Phone Communication
- Virtual Meeting Tools (Zoom, Microsoft Teams, Google Meet)
- Problem Solving & Team Collaboration
- Multitasking in Fast-Paced Environments

Professional Experience

Receptionist / Front Desk Coordinator

Karolia & Co. — Jan 2025 – Present

- Manage a multi-line switchboard handling 60+ calls per day, ensuring prompt and professional responses.
- Welcome and assist clients and visitors, maintaining a polished and friendly office environment.
- Oversee administrative functions including scheduling, filing, and client correspondence.
- Support remote communication between internal departments and external partners.

Insurance Customer Service Representative (Contract Position)

BSure Insurance Advisors — Jul 2024 – Oct 2024

- Assisted 50+ clients daily via phone, email, and live chat regarding policy inquiries and renewals.
- Accurately prepared insurance quotes and supported the underwriting team to meet service-level targets.
- Ensured all documentation and CRM records complied with company and regulatory standards.
- Contributed to improved customer satisfaction scores through efficient and empathetic service.

Administrative Assistant / Executive Support

Picturemillin Media House — Jul 2022 – Jul 2023

- Provided executive-level administrative support including diary management, scheduling, and report preparation.
- Coordinated virtual and in-person meetings, presentations, and internal communications.
- Improved document organization and reporting accuracy by implementing structured file systems.
- Served as a key liaison between management and creative teams to streamline workflow.

Professional Development & Training (Jul 2023 – Jul 2024)

- Completed Call Center Training Certificate (2024) and COB Short-term Insurance – Personal Lines (2024).
- Earned TEFL Certification (2025) while developing communication and online teaching skills applicable to remote client support roles.

Education & Certifications

- National Senior Certificate (Diploma) – Randfontein High School, 2020
- Call Center Training Certificate – Skills Excel Training Institution, 2024
- COB Short-term Insurance – Personal Lines – Moonstone Business School of Excellence, 2024
- TEFL Certification – 2025

Technical Skills

- Microsoft Office Suite (Excel, Word, Outlook, PowerPoint)
- CRM Systems (HubSpot, Salesforce, Zoho)
- Insurance Quoting Systems
- Zoom, Microsoft Teams, Google Meet

Key Strengths

- Excellent Verbal & Written Communication
- Professional & Client-Focused Approach
- Dependable, Organized, and Detail-Oriented
- Quick Learner, Adaptable to Remote Work Tools
- Collaborative Team Player with a Growth Mindset