

Jessica Claire

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Summary

Polished and professional executive successful at supporting executive productivity and business operations. Knowledgeable about Corporate practices and regulations, as well as office management protocols and calendar management. Works well with minimal oversight to carry out demanding work.

Skills

- Microsoft Word, Excel, Outlook, PowerPoint
- Vendor relations
- Materials coordination
- Bilingual Spanish
- Accounting
- Resource advocacy
- Business operations
- Team management
- Organization
- Problem resolution
- Planning and coordination
- Invoice generation
- Project organization
- Relationship development
- Customer service
- Communications
- Technologically savvy
- Event coordination
- Scheduling
- Travel Planning
- Executive presentation development
- Strong problem solver
- Appointment setting
- Social media knowledge
- Articulate and well-spoken
- Meeting planning

Experience

Spiritual Education Coordinator & Volunteer Coordinator, 12/2016 to 09/2020

Amobee – Chicago, IL

- Organized and executed spiritual ed classes and coordinated speaker events.
- Worked with department leaders to assess needs and then recruit volunteers to fill all needs by matching volunteers’ talents with those needed by the church ministry as well as Human Resource activities.
- Oversee recruitment, management, training, support and recognition of volunteers.
- Created and implemented administrative processes and procedures to prioritize job tasks and establish personnel responsibilities.
- Worked with management team to improve workflows and eliminate unnecessary tasks.
- Covered vacancies in key roles and assignments when volunteers were needed.
- Wrote, implemented and enforced volunteer program policies, procedures, and standards.
- Helped define mission and standards for volunteer staff by collaborating with special committees and organization leadership.
- Selected, trained and mentored over 75 volunteers.
- Matched volunteers with open positions based on individual strengths and knowledge.
- Wrote and uploaded blog posts and articles to drive traffic to client sites.
- Collaborated with content contributors to build optimization strategies.
- Created schema markups for website elements.
- Demonstrated self-reliance by meeting and exceeding workflow needs.
- Assisted in designing and posting content on social media sites.
- Organized and prepared instructional materials, communiqués and reports to facilitate student learning.
- Brought attention to youth ministry contributions through congregational awareness initiatives.

Executive Assistant/Personal Assistant, 12/2014 to 12/2016

Creative Concept LLC – City, STATE

- Supported professional and personal affairs of CEO.
- Supervised office staff and distributed assignments.
- Prepared all travel and lodging arrangements.
- Managed personal and corporate calendars.
- Bookkeeping, invoicing, AR/AP.
- Screened & handle all phone calls, correspondence and maintain confidential files.
- Planned and executed corporate meetings, lunches and special events for groups and employees.
- Facilitated accurate schedule management and event coordination for senior leadership.
- Coordinated customer-facing webinars, including developing relationships with vendors, tracking customer attendance and post-webinar follow-up.
- Revised and maintained master calendar for client appointments.
- Designed PowerPoint presentations for monthly divisional meetings with top-level executives.
- Tackled and addressed top-level, high-priority issues while maintaining professional administrative discretion.
- Originated invoices, reports and proposals using QuickBooks.
- Prepared and updated office records, spreadsheets and presentations to support executive needs and enhance office efficiency.
- Organized and scheduled meetings with global executives using video teleconference.
- Answered phones and emails for CEO with efficiency and appropriate responses.
- Addressed and responded to incoming correspondence.
- Obtained signatures for important financial and legal documents.
- Provided continual maintenance of websites, performing daily updates.
- Directed preparation of marketing collateral, including descriptions, photographs and copy for print and digital needs.
- Secured branded product sales, driving national marketing strategies to maximize outreach.
- Owned marketing campaigns from initial scope through execution and refinement.
- Wrote social media content to increase engagement with customers.
- Verified consistency in content and tone to optimize social media accounts.
- Collaborated with public relations team to identify positive or negative customer feedback regarding media content.
- Spearheaded creation of blogs and social media content.
- Managed the organization’s social media presence by posting messages, answering posts and monitoring conversations.
- Uploaded merchandise to Amazon, Etsy & Shopify Platforms.
- Ecommerce Savy.
- Balanced company objectives and customer desires when formulating pricing and marketing strategies.
- Collaborated with sales, service, finance and logistics departments to influence critical business growth outcomes.
- Documented purchasing activities, inventory reports and department records.
- Worked closely with managers to plan special buys.
- Sought out and evaluated vendors, negotiated prices and completed contracts.
- Negotiated optimal product and service rates and terms to align with corporate budget.
- Ran weekly and monthly strategy reports to analyze business trends and provide recommendations.
- Tracked shipping, including weekly and monthly fallout.
- Printed po, pulled, pack and shipped merchandise.
- Followed up with customers feedback.

Executive Assistant/Personal Assistant, 12/2011 to 12/2014

Dish Fashion LLC – City, STATE

- Schedule appointments, maintain and update supervisors’ daily calendar.
- Screen all incoming phone calls, inquiries and visitors.
- Maintain confidentiality of highly sensitive information.
- Managed complex office administrative work requiring the use of independent judgment and initiative.
- Leveraged personal and professional networks to secure new clients.
- Secured travel accommodations for President and scheduled or booked appointments for upcoming events and meetings.
- Checked mail, shopped for groceries and handled bill payments.
- Prioritized timeline-driven items to complete projects promptly and within budget.
- Traveled with President to take notes and dictation at meetings.
- Authored and maintained household office and operations manuals to define staff expectations, confidentiality requirements and household and office procedures.
- Scheduled conferences and associated travel arrangements, including hotel, airfare and ground transportation.
- Screened telephone calls and inquiries and directed as appropriate.
- Worked closely with high-profile clients to provide one-on-one administrative support, including estate management, household management and property management.
- Opened, sorted and responded to routine correspondence on behalf of business leaders to facilitate communication and streamline processes.
- Typed documents, updated websites and compiled information for meetings.
- Supported budget administration with detailed expense analyses and report reviews.
- Facilitated payment of invoices due by sending bill reminders and contacting clients.
- Gathered information to produce accounts payable reports for review.
- Charged expenses to accounts and cost centers by analyzing invoice and expense reports.
- Maintained accounting ledgers by verifying and posting account transactions.
- Prepared and updated office records, spreadsheets and presentations to support executive needs and enhance office efficiency.
- Researched topics of interest and culled gathered information to produce concise reports.
- Managed director’s calendar and prepared meeting agenda and materials.
- Supported marketing and advertising efforts by creating marketing materials such as email blasts, look books and social media templates.
- Produced blog posts, pay-per-click ads and promotional content.
- Corresponded with social media clients to utilize positive feedback and posts to better promote the brand.
- Tracked and analyzed social media and online marketing initiatives.
- Posted new content for products and services when managing marketing and release calendars.
- Spearheaded creation of blogs and social media content.
- Worked closely with product managers, visual designers and development team to appropriately evolve designs from concept to launch.

Office Manager, 12/2003 to 12/2011

Crime Control – City, STATE

- Handled scheduling and managed timely and effective allocation of resources and calendars.
- Solicited vendor quotes to determine optimal material purchase pricing.
- Increased office organization by developing filing system and customer database protocols.
- Proactively identified and solved complex problems that impact management and business direction
- Reduced financial discrepancies by accurately managing accounting documentation in QuickBooks while maintaining case costs and billing processes.
- Automated office operations, managing client correspondence, payment scheduling, record tracking and data communications.
- Conducted performance evaluations of office staff to monitor progress and productivity and recommend promotions, corrective or disciplinary actions.
- Drafted manuals and resources for identifying access to services.
- Managed office inventory by maintaining documentation of stock.
- Coordinated office activities and operations to secure efficiency and compliance with company policies.
- Liaised with customers, addressed inquiries, handled meeting requests and answer billing questions to provide outstanding customer care.
- Communicated with customers to resolve inquiries, schedule appointments and address billing questions.
- Interviewed, onboarded, developed and oversaw daily activities of clerical and administrative office personnel.
- Recruited, trained and developed dynamic administrative team, supporting all corporate growth and productivity objectives.
- Improved operational efficiencies, managing work requests, new orders, pricing and changes while coordinating logistics to verify delivery dates.
- Updated employee paperwork and records.
- Developed and administered department budgets.
- Planned and executed successful corporate meetings, lunches and special events for groups.
- Planned for major business changes, including system conversions and office moves.
- Improved productivity initiatives, managing accounts, coordinating itinerary and scheduling client/leadership appointments.
- Entered invoice data into company database and updated details, including customer contacts and delivery dates to keep information current.
- Coordinated travel arrangements, including booking hotel rooms, car rentals and airfare for staff traveling to domestic and international locations.
- Enhanced customer satisfaction ratings by resolving account issues efficiently.
- Supervised office with 12 employees, consistently cultivating productive and positive work atmosphere.
- Aided senior leadership during executive decision-making process, meeting with clients to research case, collect data, prepare settlement packages and interpret information for daily report generation.

Education and Training

Master of Accountancy & Office Management: Office Management/Accounting, 12/2012

CBT College - Miami, FL

Associate of Arts: Business Administration And Management/Mass Comm, 05/2006

Miami Dade College - Miami, FL

Activities and Honors