

# Joseph Iannazzi

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## SUMMARY

Dynamic and self-motivated professional with over 14 years of experience in executive support, financial operations, and project management. Proven track record in managing schedules, coordinating appointments, and streamlining office operations. Adaptable and resilient to change, with expertise in modern technologies and remote work tools, poised to apply these skills effectively in a new role as an Executive Assistant.

## WORK EXPERIENCE

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| Enterline Law<br><i>Executive Assistant (Legal Focus)</i>  | Tulsa, OK/Remote<br>Apr 2020 - Sep 2024        |
| <ul style="list-style-type: none"><li>Managed executive schedules and coordinated appointments, ensuring seamless operations and time management.</li><li>Prepared and reviewed legal documents, enhancing accuracy and efficiency in case proceedings.</li><li>Facilitated communication and correspondence, maintaining professional relationships with clients and stakeholders.</li><li>Implemented remote work tools to streamline document management and scheduling, improving overall productivity.</li></ul>  |  |
| FedEx Ground<br><i>Delivery Operations Manager</i>   | Broken Arrow, OK<br>Oct 2019 - Aug 2024        |
| <ul style="list-style-type: none"><li>Optimized delivery routes, reducing delivery time by 20% and enhancing customer satisfaction.</li><li>Analyzed Delivery Department metrics, addressing finished product loss and load averages.</li><li>Provided ongoing performance coaching and development opportunities for team members, maximizing their potential.</li><li>Resolved delivery problems and customer concerns, boosting overall satisfaction by 20%.</li><li>Collaborated with other Department Managers/Supervisors, aligning activities that impact the Delivery Department.</li></ul>  |  |
| Ruth Shaw<br><i>Executive Assistant (Personal Focus)</i>   | Bixby, OK/Remote<br>May 2020 - Apr 2023        |
| <ul style="list-style-type: none"><li>Managed email and schedule logistics, including travel itineraries and meeting materials, ensuring seamless coordination.</li><li>Coordinated medical appointments and communicated with insurance agents for accurate claim filings.</li><li>Identified and addressed safety hazards, implementing preventive measures to minimize risks for clients.</li></ul>   |  |
| Ricalday<br><i>Executive Assistant (Project Management Focus)</i>  | Tulsa, OK/Remote<br>Jan 2018 - Nov 2022        |
| <ul style="list-style-type: none"><li>Developed and implemented standardized office procedures, achieving a 20% reduction in administrative errors.</li><li>Negotiated contracts with subcontractors, leading to a 10% reduction in labor costs.</li><li>Managed financial operations, including payroll and tax compliance, while training and supervising junior staff.</li></ul>  |  |
| Oklahoma Custom Courier<br><i>Delivery Driver Coordinator</i>  | Broken Arrow, OK/Remote<br>Jan 2016 - Oct 2019 |
| <ul style="list-style-type: none"><li>Coordinated time management methods to ensure punctual freight delivery, enhancing process efficiency and meeting delivery targets.</li><li>Developed strategic plans for managing multi-stop loads, optimizing delivery schedules, and reducing fuel costs through effective route planning.</li><li>Resolved delivery issues and customer complaints, maintaining a high level of customer satisfaction and loyalty.</li></ul>   |  |
| Enterprise Holdings<br><i>Billing Specialist (Promoted from Phone Operator)</i>  | Tulsa, OK/Remote<br>May 2016 - Jan 2018        |
| <ul style="list-style-type: none"><li>Promoted from Phone Operator to Billing Specialist, and subsequently to Senior Billing Specialist, due to outstanding performance and dedication.</li><li>Collaborated with cross-functional teams to identify and resolve billing issues, reducing customer complaints and increasing satisfaction.</li><li>Automated manual billing tasks, significantly decreasing processing time and enhancing operational efficiency.</li><li>Conducted regular audits of billing records to ensure accuracy and regulatory compliance, contributing to the reduction of billing errors.</li><li>Received multiple customer service awards for exceptional assistance and resolution of complex issues, while consistently achieving and exceeding monthly call handling targets with an average call duration below company benchmarks by 20-30%.</li><li>Assisted in training new telephone operators and developed a comprehensive knowledge base of frequently asked questions, facilitating faster and more accurate responses to customer inquiries.</li></ul> |  |

Alpine Roofing <i>Executive Assistant (Operations Focus)</i>	Tulsa, OK/Remote Jun 2013 - Dec 2017
<ul style="list-style-type: none"> <li>Led a team of administrative staff, improving their performance by 15% through training and guidance.</li> <li>Developed effective vendor relationships, reducing office supply costs by 10%, and implemented a new payroll system that improved efficiency and cut processing time by 30%.</li> <li>Managed a geographically dispersed project team, ensuring effective collaboration and timely delivery using virtual tools.</li> <li>Collaborated with architects and contractors to design and install custom roofing systems, while resolving complex issues that saved clients significant repair costs.</li> </ul>	
Holiday Inn Tulsa City Center <i>Administrative Assistant</i>	Tulsa, OK Mar 2015 - May 2016
<ul style="list-style-type: none"> <li>Collaborated with multiple departments to enhance guest experiences, improving cross-functional communication and teamwork.</li> <li>Assisted in coordinating and executing events and conferences, ensuring smooth operations and high levels of guest satisfaction.</li> <li>Maintained accurate guest records, contributing to improved communication and personalized service, while managing check-ins and checkouts with an average guest satisfaction rating of 95% or above.</li> </ul>	
Enterprise Rent A Car <i>Administrative Assistant</i>	Tulsa, OK Apr 2013 - Mar 2015
<ul style="list-style-type: none"> <li>Received multiple commendations for delivering exceptional customer service, consistently exceeding customer expectations.</li> <li>Resolved customer disputes and billing discrepancies, achieving a 15% reduction in escalations and enhancing customer trust.</li> <li>Collaborated with operations to refine vehicle maintenance processes, leading to a 20% reduction in vehicle breakdowns and customer disruptions.</li> </ul>	
National Roofing <i>Executive Assistant</i>	Broken Arrow, OK/Remote May 2010 - May 2012
<ul style="list-style-type: none"> <li>Managed executive schedules and coordinated meetings, ensuring efficient time management, similar to managing legal calendars and court dates.</li> <li>Assisted in the preparation of financial reports and presentations, contributing to strategic planning, akin to preparing legal documents.</li> <li>Implemented office management systems to improve workflow and communication, comparable to managing legal documents and correspondence.</li> </ul>	

## EDUCATION

Northeastern State University  
Bachelor's, Business Administration and Management

Tulsa Community College  
Associates, Business Administration

## CERTIFICATIONS

A+, Tulsa Technology Center Riverside Campus  
Cisco CCNA, Tulsa Technology Center Riverside Campus  
Management Leadership , Saylor Academy  
Small Business Management , Saylor Academy  
Project Management , Saylor Academy  
Best Practices for Remote Work, Alison  
Diploma in Project Management, Alison  
Diploma in Understanding Medical Terminologies, Alison  
Microsoft Office, Tulsa Technology Center Riverside Campus

## SKILLS

Proficiency in Microsoft Office Suite • Google Workspace • Time Management • Scheduling • Email Management • Travel Management • Communication Skills • Problem-Solving Abilities • Attention to Detail • Team Leadership • Skills: Time Management • Communication • Organization • Microsoft Office Proficiency • Problem-Solving • Discretion and Confidentiality • Adaptability • Project Management • Multitasking • Calendar Management • Confidentiality • Travel Coordination • Organizational Skills • Skills: Calendar Management • Event Planning