Joseph Iannazzi

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SUMMARY

Dynamic and versatile Executive Assistant with over 14 years of experience in managing business operations, payroll, HR, and project management. Proven track record in optimizing processes, enhancing team performance, and providing comprehensive support to executives. Skilled in leveraging modern technologies to improve efficiency and drive business success.

WORK EXPERIENCE

Enterline Law   Tulsa, OK/Remote
Executive Assistant (Legal Focus)   Apr 2020 - Sep 2024
- Managed legal document processing and scheduling, improving efficiency by 30%.
- Implemented new filing systems and office procedures, enhancing document retrieval and reducing errors.
- Assisted in payroll processing and HR functions, ensuring compliance and accuracy.
- Managed SEO and website updates, increasing online visibility and client engagement.
- Coordinated appointments and managed schedules, contributing to streamlined office operations.

FedEx Ground   Broken Arrow, OK
Delivery Operations Manager   Oct 2019 - Aug 2024
- Optimized delivery operations, achieving a 20% reduction in delivery times.
- Led driver training programs, enhancing team performance and customer satisfaction.
- Managed recruitment and onboarding, ensuring smooth transitions and policy adherence.
- Developed strategic plans to improve operational efficiency and customer service.
- Oversaw payroll administration, ensuring compliance with company policies and legal requirements.

Ruth Shaw   Bixby, OK/Remote
Executive Assistant (Personal Focus)   May 2020 - Apr 2023
- Coordinated client communications and scheduling, improving service delivery by 20%.
- Supported payroll and HR operations, reducing processing time by 28%.
- Developed personalized care plans, enhancing client satisfaction.
- Managed onboarding processes and assisted in human resources tasks, providing comprehensive support to the executive.

Ricalday   Tulsa, OK/Remote
Executive Assistant (Project Management Focus)   Jan 2018 - Nov 2022
- Streamlined office operations, reducing administrative errors by 20%.
- Managed financial transactions and payroll, ensuring compliance and efficiency.
- Led cross-functional teams in project management, achieving successful outcomes.
- Negotiated vendor contracts, resulting in a 15% cost savings across multiple projects.

Oklahoma Custom Courier   Broken Arrow, OK/Remote
Delivery Driver Coordinator   Jan 2016 - Oct 2019
- Developed a driver training program that improved delivery accuracy and reduced errors by 20%.
- Implemented a real-time tracking system for deliveries, enhancing transparency and customer trust.
- Fostered a culture of continuous improvement, leading to a 10% increase in team efficiency.

Alpine Roofing   Tulsa, OK/Remote
Executive Assistant (Operations Focus)   Jun 2013 - Dec 2017
- Implemented a new payroll system, reducing processing time by 30%.
- Developed vendor relationships, decreasing costs by 10%.
- Managed geographically dispersed projects, ensuring timely delivery and collaboration.
- Assisted in human resources and onboarding, providing versatile support to the executive team.

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 • ADP • QuickBooks • Sage • BambooHR • Project Management (Trello, Asana, Microsoft Project) • Payroll Processing and HR Management • Schedule and Calendar Management • Communication and Problem-Solving • SEO and Website Management