

# Joseph Iannazzi

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## Executive Assistant | Project Coordinator | HR & Operations Specialist

Executive Assistant with 14+ years serving as a critical partner to senior executives, delivering seamless support across business and personal domains. Known as a trusted right hand to executives, providing proactive problem-solving, strategic calendar management, and comprehensive coordination across legal, financial, operational, and personal spheres. Expert in calendar and travel management, legal support, project coordination, payroll operations, and personal executive assistance. Experienced supporting executives in hybrid and fully remote environments, leveraging technology for seamless communication and workflow management. Trusted partner known for discretion, professionalism, critical thinking, and commitment to excellence.

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## Executive Support Expertise

Specialized in end-to-end executive support including strategic calendar management, confidential communication, event coordination, international travel planning, project oversight, HR administration, and personal executive assistance.

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## Notable Achievements

- Managed complex calendars and coordinated domestic and international travel for 10+ executives across multiple industries.
  - Spearheaded payroll and HR system implementations across multi-state operations, improving administrative efficiency by 30%.
  - Coordinated personal healthcare appointments, insurance claims, and family logistics for executives and their families.
  - Organized private and corporate events, executive retreats, and luxury travel with 100% satisfaction ratings.
  - Awarded multiple service and leadership recognitions for excellence in executive administrative support.
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## Executive Support Philosophy

I believe an Executive Assistant is an extension of the executive. I anticipate needs before they arise, solve problems before they exist, and create an environment where executives can focus fully on strategy and leadership. My goal is to operate as an indispensable strategic partner, ensuring executives maximize

their leadership impact by trusting me to manage critical business and personal functions with precision and discretion.

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## Core Competencies

- Executive Calendar Management
- Personal and Family Scheduling
- Legal Document Preparation and Management
- Project Coordination and Operations
- Event Planning & Vendor Management
- Confidential Communications & Discretion
- Payroll & HR Administration
- Domestic and International Travel Management
- Process Improvement and Workflow Optimization
- Client Relations and Stakeholder Engagement

## Personal Executive Support

- Medical Appointment Scheduling & Healthcare Coordination
  - Personal Errand Management & Family Support
  - Domestic Staff & Vendor Oversight (Household Management)
  - Luxury Travel & Event Planning
  - Confidential Personal Finance Assistance
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## Key Strengths

- Anticipating Executive Needs
  - Seamless Business & Personal Support
  - Confidentiality & Discretion Under Pressure
  - Strategic Calendar and Travel Management
  - Proactive Problem-Solving
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## Professional Experience

### **Enterline Law** — Executive Assistant (Legal and Personal Focus)

Tulsa, OK/Remote | Apr 2020 – Sep 2024

- Supported senior attorneys and partners with complex calendar management, legal document preparation, court scheduling, and confidential client communications.
- Coordinated extensive domestic and international travel itineraries, including airfare, accommodations, visas, private transportation, and special arrangements.
- Managed personal and family medical appointments, insurance claims, personal errands, and household vendor scheduling.
- Implemented remote project management tools (Trello, Asana), enhancing case tracking and team collaboration.
- Liaised with vendors, legal teams, and service providers to ensure accuracy in filings, billing, and operations.
- Recognized for excellence in administrative support and awarded "Employee of the Quarter" multiple times.

### **FedEx Ground** — Delivery Operations Manager & HR Coordinator

Broken Arrow, OK | Oct 2019 – Aug 2024

- Supervised 50+ drivers, achieving a 20% improvement in delivery time and operational efficiency.
- Directed HR functions: recruitment, onboarding, training, compliance, and payroll.
- Developed corporate SOPs and streamlined logistics operations, boosting service standards.
- Coordinated leadership meetings, team events, personal travel, and operational logistics.
- Recognized for leadership excellence and nominated for "Top Manager" awards.

### **Ruth Shaw** — Executive Assistant / Office Manager

Bixby, OK/Remote | May 2020 – Apr 2023

- Managed personal and professional calendars, coordinating family healthcare, legal, and business obligations.
- Organized high-profile personal and corporate events, including private dinners, executive retreats, and family vacations.
- Handled sensitive healthcare communications and scheduling, ensuring discretion and accuracy.
- Led cross-functional process improvements, reducing administrative delays by 30%.
- Recognized with "Outstanding Service Award" for exceptional support and client satisfaction.

### **Ricalday** — Executive Assistant / Project Manager

Tulsa, OK/Remote | Jan 2018 – Nov 2022

- Supported executives in financial reporting, calendar management, travel planning, and confidential communications.
- Led payroll system implementation and HR compliance documentation across multi-state operations.
- Managed personal bill payments, luxury travel coordination, household projects, and vendor negotiations.
- Directed office relocations and project budgets, improving operational flow and reducing costs by 10%.
- Awarded "Top Performer" for project management excellence.

**Oklahoma Custom Courier** — Office Assistant / HR Assistant

Broken Arrow, OK/Remote | Jan 2016 – Oct 2019

- Scheduled executive meetings, personal engagements, vendor appointments, and corporate travel.
- Provided HR onboarding, payroll processing, and route scheduling support.
- Improved process efficiency by 15% through continuous improvement initiatives.

**Alpine Roofing** — Executive Assistant (Operations Focus)

Tulsa, OK/Remote | Jun 2013 – Dec 2017

- Supported executive leadership in operations, payroll, financial reporting, and project coordination.
- Managed personal affairs including travel planning, event scheduling, vendor management, and household projects.
- Led cost-saving initiatives, decreasing office supply costs by 10%.
- Recognized with "Administrative Excellence Award" for outstanding contributions.

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## Education

**Northeastern State University**

Bachelor's Degree, Business Administration

**Tulsa Community College**

Associates Degree, Business Administration

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## Certifications

- Microsoft Office Certification | Tulsa Technology Center

- Diploma in Project Management | Alison
  - Diploma in Understanding Medical Terminologies | Alison
  - Project Management Certificate | Saylor Academy
  - Management Leadership Certificate | Saylor Academy
  - Cisco CCNA | Tulsa Technology Center
  - A+ Certification | Tulsa Technology Center
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## Technical Skills

Microsoft Office Suite, Google Workspace, Trello, Asana, Microsoft Project, QuickBooks, ADP, Sage, BambooHR, CRM Systems (Salesforce, HubSpot), Zoom, Slack, Microsoft Teams

**Technology for Executive Efficiency:** Proficient in optimizing workflows with Trello, Asana, Microsoft Project, Salesforce, HubSpot, QuickBooks, ADP, BambooHR, Zoom, Slack, Microsoft Teams, and Google Workspace.

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## Skills

- Executive & Personal Support Services
- Calendar Management (Business, Legal, Medical, and Personal)
- Legal Documentation & Case Coordination
- Payroll Administration (QuickBooks, ADP, Sage, BambooHR)
- HR & Compliance Documentation
- Travel Planning (Domestic, International, Business, Personal)
- Project Management (Trello, Asana, Microsoft Project)
- Discretion, Confidentiality & Professionalism
- Vendor Negotiation & Relationship Management
- Event Planning (Corporate and Private)
- Financial Administration & Reporting
- Office Operations & Logistics Coordination
- Client Relations & Stakeholder Communication
- Time Management & Multitasking Expertise
- Conflict Resolution, Critical Thinking, Problem Solving

- CRM Systems & Communication Platforms (Salesforce, HubSpot, Zoom, Slack)
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## Awards and Recognition

- **Employee of the Quarter**, Enterline Law
  - **Top Manager Nominee**, FedEx Ground
  - **Outstanding Service Award**, Ruth Shaw
  - **Top Performer**, Ricalday
  - **Administrative Excellence Award**, Alpine Roofing
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**Professional references and letters of recommendation available upon request.**