

Susan Brown

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Skilled, resourceful administrative professional, proficient at anticipating and accommodating changing priorities and handling a wide variety of administrative functions. Detail-oriented with effective problem-solving and analytical skills.

Core Competencies

- Problem-Solving and Analytical Skills
 - Project Management
 - Large Meeting / Training / Event Coordination
 - Engagement Process Management
 - Excellent Communication / Customer Service Skills
 - Complex Calendar and Schedule Management
 - Discreet Management of Confidential Information
 - Strategic Planning and Prioritizing
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Professional Experience

Portland General Electric (PGE) (Tualatin, OR)

December 2019 – April 2020

Administrative Assistant - Line Prerequisite Coordination Department

- Receive, review and attach permits to work orders in Maximo, updating task lines and logging comments as required.
- Process locate notifications in Maximo, with speed and accuracy.
- Assist traffic control company with accounting verification for invoices.
- Scan and post documents to work management system.

The Greenbrier Companies, Inc. (Lake Oswego, OR)

September 2017 – May 2019

Executive Assistant - Finance

- Managed the quarterly and year-end financial earnings release process, by drafting, editing, finalizing, and distributing earnings and other event-driven press releases. Coordinated logistics for earnings calls/webcasts, pre-earnings rehearsals, and post-earnings analyst calls. Ordered and posted webcast links to company website.
- Posted events, conference details, presentation slides, and webcast notifications on the investor relations web page.
- Managed the investor relations database in BD Corporate. Monitored the investor relations email inbox, forwarding requests for investor calls and information to team members. Administered the investor relations binder using Diligent software, uploading weekly, monthly, ad hoc documents and reports for regular review by company executives.
- Managed annual, two-day offsite meeting for 33+ company executives. Coordinated dates, attendance, daily menus and offsite dinner. Acted as on-site point of contact while coordinating all venue logistics, audio-visual needs, and breakout meeting logistics. Fulfilled hoteling requests for overnight stays. Responsible for hotel and restaurant contracts and final billing. Maintained SharePoint site for meeting-related documents.
- Provided support with travel management, calendaring, and expenses. Supported conference attendance needs including: conference registrations, ordering webcasts, distributing press releases, preparing 1:1 meeting profile report matrix.

CarePayment (Beaverton, OR)

(contract position) March 2017 – September 2017

Executive Assistant

- Provided administrative support to the CEO, CRO and VP, Solutions Consultant.
- Used Outlook to help manage the CEO's calendar.
- Coordinated and arranged travel for the CEO and CRO.
- Created and submitted expense reports for the CEO, CRO and VP, Solutions Consultant.

EY (Ernst & Young) (San Francisco, CA & San Jose, CA)

August 2007 – December 2016

Senior Executive Assistant (June 2014 – December 2016)

Executive Assistant (August 2007 – June 2014)

- Provided extensive complex calendar management, coordinating and scheduling domestic and international meetings, conference calls and webcasts, with both internal and external clients. Used judgment when necessary to prioritize meetings, accommodate changing schedules and priorities, and resolve calendar conflicts.
- Planned and organized large meetings and trainings and assisted with the follow-up documentation process required for attendees to obtain CPE credits.
- Regularly arranged and managed complex, domestic and international travel arrangements, ranging from single destination visits to trips spanning multiple countries. Made travel recommendations to executives based on knowledge of the firm's best practices, travel policies, expense considerations, meeting schedules and logistics. Proactively ensured international travel compliance requirements were met and supporting travel documentation, including visas, were obtained.
- Created client / engagement acceptance assessments, and coordinated the efforts of the engagement and finance teams to open engagement codes. Drafted, edited, and finalized engagement documents from draft to client-ready stage, while adhering to the firm's compliance guidelines and standards. Uploaded and maintained documents and approvals to the firm's tax document repository. Targeted compliance issues and collaborated with engagement teams for troubleshooting and resolving uncompliant engagements. Served as a champion and knowledge resource for the firm's tax document repository.
- Reconciled and processed expense reimbursement reports and accounts payable reports.
- Maintained and updated global contacts spreadsheet in support of the firm's Global Technology Leader.
- Joined HR and facilities teams to present a segment of local office orientation to new-hires as part of the onboarding process. Assisted with new-hire training as needed.

Education and Additional Skills

Bachelor of Science, Fashion Merchandising / Mansfield University, Mansfield, PA

Role of the Project Manager course / UCSC Silicon Valley Extension

Microsoft Office (Outlook, Word, Excel, PowerPoint, OneNote)

Maximo

Database / CRM Software

Lotus Notes