

ELEANOR R. LIEN

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Work Experience

SEATTLE CANCER CARE ALLIANCE, Seattle, Washington

Administrative Assistant, December 2011-Present

- Manage calendar for Director of IT Services, central contact for room reservation requests.
- Created and implementing a paper to electronic conversion system for invoice management.
- Oversee inventory and cost-effective purchasing for office and kitchen supplies, printers and copiers.
- Helped to coordinate departmental office move; created new organization standards and signage systems.
- Utilize Redmine and PeopleSoft systems to track and manage large departmental purchases in conjunction with central accounting department and vendors.
- Developed a highly effective monitoring procedure to identify and resolve maintenance issues and requests via weekly meetings and the creation of an active maintenance log in coordination with onsite and organization-wide facilities departments.
- Perform a multi-functional role for two recurring meetings: CAB (Change Advisory Board) and the Radiology/IT Departmental Meeting.

ARBORETUM FOUNDATION, Seattle, Washington

Volunteer Resources Manager, December 2008-May 2011

- Created budgets, developed marketing, computerized the cashing system, managed vendors, purchasing and volunteer recruitment (communication, scheduling, training and day of oversight) for three major fundraising events that netted \$100,000 annually.
- Recruited, trained, scheduled and oversaw the budget for three ongoing volunteer programs of 60+ volunteers.
- Fostered relationships with seven local businesses to plan, recruit 150+ volunteers from and coordinate an annual 230-acre garden maintenance project via United Way's Day of Caring.
- Revitalized the Foundation's relationship with regional volunteer groups (units) through centralized work parties, bi-annual unit leader meetings and the expansion of unit programming resources.
- Served as the staff chair for the committee that created the Volunteer Handbook.
- Utilizing Raiser's Edge (database), created a procedure and queries to efficiently capture and organize three years of backlogged program data as well as current and incoming data.
- Oversaw the Foundation's website rebuild; contracted a web developer and third part payment host, created a budget and timeline and introduced online charitable giving and event registration (for event guests and vendors).
- Assisted the Executive Director in the oversight of the Volunteer Advisory Committee.

UNIVERSITY OF CALIFORNIA - MONDAVI CENTER, Sacramento, California

Assistant Public Events Manager and Front of House Manager, August 2006-October 2008

- Provided front-of-house and on-site event management, logistics and all patron services of an eighteen hundred seat performing arts venue.
- Managed a 200+ volunteer corps through event scheduling, correspondence, orientation and refresher courses, and the development of an active recruitment model.
- Oversaw and fostered the continual development of the *Volunteer Management System* (custom database).
- Managed all merchandise set-up, inventory, sales and settlement day of performance/event.
- Managed a twelve person student worker staff through correspondence, scheduling and training.

CHICAGO SCHOOL OF PROFESSIONAL PSYCHOLOGY (CSOPP), Chicago, Illinois

Executive Administrative Assistant to Vice President of Administration, March 2005-July 2006

- Handled all aspects of the Higher Learning Commission's (HLC) Self-Study Process including bi-weekly Steering Committee and other sub-committee meetings, electronic resource room, physical resource room and all correspondence between HLC and CSOPP.
- Managed all aspects of the new administrative software system implementation (ASEIC) for the entire organization including creation and distribution of all materials, event planning and training schedules.
- Maintained the contacts list, all timelines and contracts including the Statement of Work for ASEIC.
- Officiated all aspects of Alumni Council events and meetings and acted as a liaison to all alumni for CSOPP.
- Oversaw the receipt of all charitable donations including Board of Trustee Giving Reports, comprehensive trustee files, donor files and all related correspondence.
- Coordinated all marketing related meetings with four external firms, oversaw invoice approval, all correspondence, benchmarking, photo shoots, and media training.
- Curator of all aspects of the CSOPP Art Show events which included creation of marketing materials, distribution of invites, correspondence between artists, all external organizations and vendors, and all on-site operations.
- Benchmarked various institutional research topics including comparative analysis of competitive suburban/local/national programs, alumni development, marketing, and conferences/seminars applicable to the organization.
- Scheduled, organized, planned and help to coordinate the agenda and event details for thirteen plus regularly occurring meetings and committees.
- Tracked and rectified monthly expenditures, all time off of direct reports, created and used time-off tracking reports and maintained individual files.
- Oversaw all travel arrangements, created and maintained a complex filing system, organizational charts, contracts, student issues and all other administrative duties assigned.

Education The Evergreen State College, B.A. in Horticulture, September 2004.