

CHELSE PUGH

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Self-motivated professional with proven skills in high-level administrative tasks, time management, scheduling, project management, effective communication, process innovation and improvement, research and development, budget control, problem-solving, transcription, technical writing, and high-stakes decision-making.

EXPERIENCE

MARCH 2021 – PRESENT

EXECUTIVE ASSISTANT/OFFICE MANAGER, CITY WIDE FACILITY SOLUTIONS

- Execute various administrative tasks for the company president and other executives, including travel arrangements (domestic and international), submission of expense reports, inbox management, and prioritization
- Represent the company president and other high-level executives in meetings when they are unable to attend
- Manage and prioritize executive's schedules to ascertain that their time is focused on critical, strategic issues
- Take successful meeting minutes during in-person and Zoom meetings with clear, actionable items and ensure follow-through
- Train employees, including executives in Sales, Operations, and Accounting.
- Manage social media, email blasts, and other marketing.
- Manage the entire hiring process, including screening candidates, facilitating assessments (Predictive Index and OMG), scheduling in-person and Zoom interviews, and paperwork completion
- Provide coaching, mentoring, and cross-functional conflict-resolution support to staff on company standards
- Establish processes and reports to maximize efficiency, allowing the company to move from stagnant growth to 20% yearly growth within my tenure
- Handle IT-related operations – including creating a new website for supply ordering and a ticket system for customer complaints, along with troubleshooting issues
- Manage supply ordering and communication with partners for over 60 buildings in Utah, Idaho, and Nevada.
- Large-scale project management - including office renovation, building construction, and other facility management-related projects.
- Respond to and submit various documents to government agencies to keep us in compliance
- Plan/organize all company functions, including training seminars, team-building activities, and meetings
- Assist accounting team with A/R, payroll, reports, cash flow problem resolution, goal projection, and establishing more efficient organizational systems

AUGUST 2015 – APRIL 2021

LAB ANALYST (ANALYTES LAB PROJECT/RESEARCH AND DEVELOPMENT SUPERVISOR), NELSON LABORATORIES

- Handled double the workload of any prior analyst within one year
- Became the primary trainer for my lab within eight months
- Earned promotions to the head of several areas, including R&D, process improvement projects, culture maintenance, and consulting for my department
- Spearheaded many projects, examples of which include creating a new FDA-approved testing method, training systems, and process improvements that allowed us to double the workload without the need to increase staffing
- Traveled nationwide to train other labs in the systems I created

- Managed my lab's scheduling, timecards, revenue reports, budgeting, staff evaluations, and other management-related tasks
- Excelled at writing memos and technical documents
- Sent effective emails to other employees and clients for problem resolution, technical advising, and scheduling purposes

FEBRUARY 2014 – AUGUST 2015

REFERRAL TESTING SPECIALIST, ARUP LABORATORIES

- High-stakes problem resolution both via phone and in person
- Transcribed critical information into patient's medical reports
- Managed regulations to allow for sample testing at labs worldwide
- Communicated needs between client and vendor laboratories
- Ensured that specimens met all requirements for testing
- Trained new employees

ADDITIONAL SKILLS

- Computer literate – this includes being competent with G-Suite, Microsoft Dynamics 365, Excel/Sheets, Adobe, SOCi, QuickBooks, Emfluence, Intuit, Monday.com, and more
- Maintaining compliance for regulating entities (i.e., OSHA, CAP, CLIA, NY, TGA, FDA, HIPAA)
- Written and verbal communication
- Adaptable
- Highly organized
- Growth mindset
- Strong attention to detail

References are available upon request.