

Tonie Rosalyn Gregg Hutchison(M.Ed., M.B.A.)

Charlotte, NC

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Dynamic Administrative Support Professional with Extensive Experience in Financial Management

Accomplished administrative support professional with eight years of experience in financial corporations, specializing in digital cloud platforms, data storage, and accuracy maintenance. Adept at fostering strong relationships with financial partners and clients, ensuring trust account management. Skilled in performing daily functions such as reconciliations and account research to resolve discrepancies and maintain high client satisfaction. Proficient in developing engaging content to attract customers and adept at problem-solving while adhering to compliance requirements. Possesses excellent communication skills and a proactive approach to account management and updates.

Skill Areas: ♦Administrative Support ♦Financial Management ♦Digital Cloud Platforms ♦Data Accuracy ♦Relationship Building ♦Reconciliation ♦Customer Service ♦Content Development ♦Problem Solving ♦Compliance Adherence ♦Communication ♦Account Management ♦Team Leadership ♦Documentation Management ♦Training and Development

CAREER HIGHLIGHTS AND ACHIEVEMENTS

- Managed administrative tasks and developed engaging content resulting in increased customer engagement and satisfaction.
- Led a team to cross-train on reconciliation processes, enhancing overall efficiency and accuracy in data management.
- Implemented strategies to maintain current and historical documentation, ensuring effective monitoring and management of accounts.

PROFESSIONAL EXPERIENCE

WESTAT, CHARLOTTE NC (DEC 2018 - DEC 2024)

ADMINISTRATIVE SUPPORT

- Facilitated communication via phone, email, and fax, ensuring seamless interaction with clients.
- Demonstrated proficiency in data processing procedures, updating databases, and conducting web research.
- Responded to customer inquiries and concerns promptly, maintaining high levels of customer satisfaction.
- Managed administrative tasks including scheduling appointments, updating surveys, and collecting data.
- Played a vital role in business development activities, ensuring tasks were completed efficiently and on time.

WELLS FARGO, CHARLOTTE, NC (DEC 2020 – DEC 2023)

ACCOUNT MANAGER

- Built and maintained strong relationships with business clients, offering tailored products and services.
- Utilized advanced computer skills for updating accounts, reviewing documents, and processing financial transactions.
- Provided exceptional customer service, ensuring satisfaction and compliance with regulations.
- Conducted financial reconciliations with precision and attention to detail.
- Demonstrated excellent communication skills, both internally and externally, to meet client needs effectively.

ONEMAGNIFY, CHARLOTTE, NC (FEB 2017 – DEC 2020)

ACCOUNT MANAGER

- Provided customer support and account management services, ensuring client satisfaction and retention.
- Developed engaging content for digital campaigns, contributing to marketing success.
- Resolved inquiries from vendors and customers, demonstrating a commitment to excellent customer service.

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- Collaborated with stakeholders to meet deadlines and achieve marketing objectives.
- Utilized multitasking and communication skills to effectively manage tasks in a team environment.

CHARLOTTE MECKLENBURG SCHOOLS, CHARLOTTE, NC (DEC 2011 – FEB 2017)

TEACHER

- Utilized online education tools to deliver high-quality instruction to students.
- Provided individualized teaching and support, adapting to the needs of each student.
- Actively participated in professional development opportunities to enhance teaching skills.
- Scheduled appointments for conferences and workshops to stay updated with educational practices.
- Demonstrated flexibility and willingness to learn new skills through professional development.

CHARLOTTE OBSERVER, CHARLOTTE, NC (JUN 2008 – DEC 2011)

ACCOUNT MANAGER

- Managed accounts and provided exceptional customer service to clients.
- Utilized administrative processes to ensure accuracy and efficiency in account management.
- Participated in business development activities to expand client base and services offered.
- Navigated tracking and troubleshooting systems to resolve client issues efficiently.
- Maintained calendars, emails, and communication with businesses regarding accounts.

PRIOR EXPERIENCE

- Over eight years of administrative support and managerial experience, with prominent roles at esteemed financial institutions such as Wells Fargo and OneMagnify, encompass my prior professional journey. Proficient in digital cloud platforms and adept at maintaining data accuracy, I've contributed significantly to business development and client satisfaction. My expertise spans across various sectors, including finance, education, and media.

EDUCATION

Education:

- **Doctorate in Organizational Leadership: Doctor of Management | University of Phoenix | December 2023**
- **Master of Arts : Education Ashford University | Charlotte | NC | May 2011**
- **Master of Business Administration in HRIS | University of Phoenix | NC | May 2007**
- **Bachelor of Science in Psychology | University of North Carolina at Charlotte | NC | May 2005**
- **Associate of Applied Arts | Central Piedmont Community College | Charlotte | NC | May 2000**