

Katherine E. Newday

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EDUCATION

SAN DIEGO STATE UNIVERSITY

Bachelor of Arts & Sciences - Communications

Minor - Television, Film, and New Media Studies

Aug. 06' – May 09'

Regional Occupational Program

Certificate of Completion - Television Production 1-2

May 2006

WORK EXPERIENCE

The National Commercial Real Estate Association (The NCREA)

Long Beach, CA

Executive Assistant to Michael Simpson (WFH | 6 Month Contract)

May 2019 – Nov. 2019

- Client care services and assisting with customer service such as answering phone calls, emails and text messages in a prompt and timely manner
- Troubleshoot coaching member's login information, provide answers and support to coaching members and or new clients/inquiries
- Consistent follow up protocol for live event scheduling
- Event coordination: execute rental room contracts, track RSVP attendance, follow up with clients who did not RSVP their seats, set up/coordinate catering for lunch at the event, organize and ensure there is enough materials for the event, prepare sign-in sheet, print name tags, create certificates, print test packets, coordinate scheduling with guest vendor speakers, and ensure speaker has all digital materials ready for seminar
- Maintain and keep calendar up-to-date for live events in Google Calendar for the whole company, and CEO/Owner
- Maintain website calendar via Wordpress and Facebook
- Update contacts via Salesflare
- Market events via BenchMark and ClickFunnels; Send out e-blasts re: coaching seminars, Zoom conference calls, live events, etc.
- Coordinate coaching calls with students and coaches
- Track payments of coaching members via GoogleDocs
- Process payments, refunds and or discounts for purchases
- Order materials and books to maintain a full inventory; Track inventory of materials in spreadsheet
- Send out materials to appropriate parties
- Maintain vendor relations with sponsors
- Run payroll on a bi-weekly basis
- File and organize documents via DropBox and GoogleDrive
- Invoice vendors, associations and offices for services rendered

Great Expectations College Prep

HR / Office Administrator (Work from Home)

Los Angeles, CA

Aug. 17' – Dec. 18'

- Manage job postings, pre-screen phone interviews, personnel file updates/management, and on/off-boarding of employees and independent contractors
- Orchestrate new hire orientation training for new hires
- Run payroll on a bi-weekly basis, oversee 401K, and Health & Benefits for staff via Paychex
- Manage proctored SAT/ACT exams (manage and set scheduling for exam dates/times, assign proctors to exam dates, confirm students' attendance, scan/upload/email answer sheets and score reports to tutors/clients)
- Assist office staff with client calls, matching tutors with families, providing customer service, informing customers of our services, and processing client payments
- Managing prospective/existing clients via PrepPortal
- Corresponding with tutors and clients via phone, text or email (addressing issues, emailing updates, reviewing score reports, coordinating schedules)
- Mail supplies (textbooks, notebooks, binders, supplies) to staff/clients as needed
- Proofread and edit various email blasts, publications and HR handbook updates/DocuSign employee contracts
- Organize and maintain client database via Benchmark
- Various administrative projects as needed such as: run reports, create and manage spreadsheets, update calendars, manage owner's schedule with consultations and sessions with students
- Bookkeeping duties via QuickBooks, reconcile bank accounts, categorize expenses/income, run reports and P&L Reports
- Oversee and pick up print jobs

Century 21 Realty Masters

REALTOR®

Norwalk, CA

Apr. 13' – Apr. 20'

- Daily prospecting via cold calling, door to door flyers, geographical farm areas, open houses, direct mailings, emails, lead follow up
- Coordinate schedules with vendors, inspectors, loan officers, appraisers and escrow
- Show property to potential buyers and provide excellent customer service
- Prepare listing presentations to potential sellers, provide CMA reports to seller clientele
- Set daily agenda, maintain list of clients and build relationships with clients
- Inform and guide clients throughout their real estate transaction

Padre Gardens Apartments (344 Units)

San Diego, CA

Leasing Consultant / Administrative Assistant

Apr. 08' – Jun. 12'

- Lease apartments to prospective tenants, prepare lease documents, qualify prospects, verify applications, ensure confidentiality
- Tour property to prospects with excellent customer service and interpersonal skills
- Market vacant units via Craigslist, Postlets, VFlyer and more
- Write maintenance work orders upon resident's request

Acted duties of Assistant Manager:

- Collect rent, code checks, and run bank errands
- Input rent checks into Yardi Software
- Serve 3-Day Notices
- Draft memos, violation letters, noise complaints, newsletters
- Assist manager with administrative duties such as answer phones, schedule vendors, inspect move-in & move-out units, account delinquencies

PROFICIENCY / SKILLS / PROGRAMS

Microsoft Word / Excel / PowerPoint (Basic / Intermediate), Windows XP/Vista, MAC, Fax and Copy Machines, Solid Writing Skills, **59 WPM with 0 Errors**, PrepPortal (tutor/client database), QuickBooks, FreshBooks, SamCart, DropBox, Salesflare Benchmark, ClickFunnels, Asana, G-Suite, Google Docs/Drive, Calendly, WordPress, Amazon Business, Appfolio, YARDI - Property Management Software (Limited), Final Cut Express / Pro (Basic), iMovie, CisionPoint, Professional Phone Etiquette, Attention-to-Detail, Multi-task Oriented, Prompt, Reliable, Quick Learner, Adaptable, Highly Motivated, Coachable, Efficient, Entrepreneurial Mentality, and Proven ability to work successfully in a fast-paced, high-pressure environment, CPR & First-Aid Certified, Great Communication / Interviewing Skills, Real Estate License #01795734