

Karen Valle

Administrative Manager / HR Administrator - Cooley Group

Rochester, NY 14626

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Work Experience

Administrative Manager / HR Administrator

Cooley Group - Rochester, NY

March 2018 to Present

- Oversee five Northeast office locations. Responsible for the day-to-day functions and overall operations and administrative processes of the business that support the strategy, vision, and culture of the company.
- Human Resources Administrator - Responsibilities include: Recruitment, Goal Setting, Annual Performance Review Process, Culture, Talent Management, and Succession Planning.
- Responsible for implementing and oversight of the Cooley Group's Preferred Partner Program. Developed program, cultivate and manage all preferred vendor relations. Negotiate strategic pricing, rebate programs, and prompt pay discounts that increase the bottom line.
- Manage Customer Service Department in all five Northeast offices. Share best practices, support sales operations, marketing, distribution and performance management. Daily goals for all team members are proactive communication and to provide a flawless customer experience.

Office Manager

Scotts Miracle Gro - Rochester, NY

August 2017 to March 2018

- Responsible for opening a brand-new manufacturing facility located in Rochester, NY.
- Responsibilities include hiring of all personnel, all accounting and billing operations and develop office procedures that aligned with corporate office.

Manager, Office Administration

The Gunlocke Company, LLC - New York, NY

July 2009 to June 2017

- Participate in the development of Annual Operating Plan, including identification of strategic priorities and coordinating Strategy Deployment process to effectively track and report progress toward goal attainment
- Achieve operational objectives by contributing information and recommendations to strategic plans and reviews; preparing and completing action plans and tracking implementation

Project Management

- Lead multiple projects with capital and operating budgets ranging from \$50,000 - \$250,000, including development and tracking of budgets and action plans to insure results achievement (on time, on budget and at the desired level of quality)

- Work closely with management to make sure that scope and direction of each project is on schedule. Lead teams as well as leverage other departments for support

Process Management

- Develop and implement process improvements (SOP's) for the office building including managing vendors where needed, resulting in cost effective savings and overall efficient and effective operation
- Provide insight and suggestions for improving office culture, identify and implement opportunities for process improvement projects and translate vision and company strategies into clear actionable goals
- Ability to meet financial objectives by forecasting requirements; preparing budgets; scheduling expenditures; analyzing variances; initiating corrective actions

Fulfillment Center

- Managed the Gunlocke Fulfillment Center. Established and tracked performance metrics and improvement plans around inventory reduction, quality and customer service
- Responsible for maintaining a "Gunlocke Branded Experience"

Executive Assistant to the President

- Provide executive level administrative support to the President, with a demonstrated ability to improvise, improve procedures and meet demanding deadlines
- Analyze President's needs beyond own responsibilities to understand context for the current work in progress. Balance multiple priorities by considering risk, importance and level of urgency
- Coordinate with various staff for operational support activities of the unit; serve as a liaison between Leadership and operating units in the resolution of day-to-day administrative and operational problems
- Ability to focus efforts on internal and external clients, address their present and future needs, provide quality service, ensure client satisfaction and escalate issues when deemed necessary

Sr. Executive Assistant to the Chairman and CEO

Anthony J. Costello and Son Development / USAirports - Rochester, NY
April 2008 to July 2009

Key Skills

- Served as key link between CEO and Sr. Staff utilizing excellent interpersonal and communication skills. Acknowledged for improving the overall flow of information throughout the organization.
- Assumed full project management/coordination for logistics of large internal and external conferences, meetings and social and community events (i.e. budget, communication, location, catering, equipment, materials, RSVP's and travel)
- Managed all day-to-day functions for the Chairman and CEO of two Rochester based companies. Daily requirements include setting priorities, managing time, projects and resources effectively to achieve business results.
- Interfaced extensively in the Rochester community with Monroe County leaders, area politicians and Sr. Level business executives

Executive Assistant /Location Coordinator - Rochester Office

Ernst and Young LLP - Rochester, NY

2005 to 2008

Office Manager

- Served as primary point of contact for the Rochester office. Daily responsibilities included managing facility, people, time and tasks in accordance with safety, quality, compliance and budget as well as improving business processes
- Involved in fiscal year budget process, and maintained Rochester office facility in accordance to North Central Area yearly budget guidelines
- Responsible for all Rochester office new hire orientations, I-9 paperwork, coaching and development of peers, interviewing process and exit paperwork for separations. Involved in campus recruiting initiatives for the Rochester office
- Developed office procedures; maintained employee policy manual and staff directory
- Streamlined spending for the Rochester office by identifying cost reduction procedures
- Responsible for maintaining all Rochester facility office equipment and contracts
- Owned performance management process, annual performance reviews

Team Building

- Planned a series of team-building events for the UNY Rochester office to build office morale, foster a positive work environment and encourage a "team" atmosphere
- Discovered talents/gifts of individual team members and built upon them to maximize results

Manager

Enright Florist - Rochester, NY

1995 to 2005

Essential Functions

- Managed and led team of employees, including interviewing and hiring
- Scheduled daily appointments, handled phone communication and interacted with customers on a daily basis providing excellent customer service skills
- Performed essential business office duties to include payroll, accounts payable, accounts receivables and monthly reconciliation
- Responsible for working with Direct-to-Consumer channels to expand strategies to grow profitable volume

EVENT PLANNING

- Set-up and coordinated the ESL Air Show Client/ Employee event at the Greater Rochester International Airport for over 1000 people. Arranged all on-site logistics, government regulations, invitations, transportation, RSVP's and catering while adhering to parameters of budget guidelines
- Planned Ernst and Young Client Receptions for over 500 guests
- Responsible for Annual Trade Show in Chicago. Accommodations, flights and scheduling
- Plan and execute Gunlocke's yearly National Sales Meeting. Responsible for domestic site selection, overall budget, logistics and vendor selections
- Plan, coordinate and attend the International Premier Customer Appreciation Trips in Nassau, Bahamas (2011), St. Lucia (2012), Antigua (2013), St. Kitts (2014) Grenada (2015) Barbados (2016) Ireland (2017). Responsible for site selection, guest list, customer communication, daily activities and evening group dinners, meeting coordination, gifts, and international shipping and paperwork. Responsible for developing and managing overall event budget

MAJOR ACCOMPLISHMENTS AND ACHIEVEMENTS

- Coordinated and fully executed the Ernst and Young Rochester office move in the Bausch and Lomb building

- Served as liaison, and led the United Way Campaign for the Ernst & Young Rochester office 2005-2007 and The Gunlocke Company 2010 - 2017

Education

College Coursework

Bryant and Stratton - Rochester, NY

Skills

- Microsoft Office (10+ years)
- MS OFFICE (10+ years)
- Scheduling (10+ years)
- Customer Service (10+ years)
- Payroll (10+ years)
- Billing (10+ years)
- Performance Management (10+ years)
- Talent Management (10+ years)
- Recruiting (10+ years)
- Office Management (10+ years)
- Succession Planning (7 years)
- Change Management (10+ years)
- Employee Orientation (10+ years)
- Senior Leadership (10+ years)

Assessments

Management & Leadership Skills: Impact & Influence — Highly Proficient

May 2020

Choosing the most effective strategy to inspire and influence others to meet business objectives.

Full results: <https://share.indeedassessments.com/attempts/62e6fa68c229777210352d2bbb5b530feed53dc074545cb7>

Management & Leadership Skills: Planning & Execution — Expert

May 2020

Planning and managing resources to accomplish organizational goals.

Full results: <https://share.indeedassessments.com/attempts/8e1340b85102497e8e3fcad1bc261052eed53dc074545cb7>

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

Serve as a liaison between Sr. Leadership team and operating units in the management of day-to-day administrative, communications and operational processes to insure team functions efficiently and effectively. Lead multiple projects with capital and operating budgets. Streamline processes and identify cost reduction opportunities. Create event budget plans and provide regular oversight and management with accountability for variances, and drive savings.

PROFESSIONAL SKILLS

- Computer: Proficient in software applications including: Microsoft Office