

Luz Chan

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Administrative and procedural processes that reduce redundancy, improve accuracy and efficiency and achieve organizational objectives.

#readytowork

Work Experience

Executive Assistant

The Walt Disney Company - Burbank, CA

January 2019 to Present

Responsible for admin support for 4 executives: VP of Corporate Employee Relations & Insider Threats, Director of Corporate Employee Relations, Director of Corporate Insider Threats, and Director of Organization Development.

Respond to emails and other correspondence to facilitate communication and enhance business processes.

Manage office inventory by restocking supplies and placing purchase orders to maintain adequate stock levels.

Process invoices and purchase orders for payment via SAP & ZAP

Contribute to smooth business operations by planning and organizing meetings and conferences, including conference calls.

Organize and update calendars/schedules for 4 Corporate ER executives.

Coordinate domestic travel arrangements, including booking airfare, hotel and ground transportation for 4 Corporate executives and Corporate ER team.

Handle all scheduling and logistics planning for conferences and monthly meetings.

Process travel expenses and reimbursements for 4 executives as well as Corporate ER team.

Manage administrative functions, including complex calendar management with focus on proper allocation of executive availability.

Perform general office duties, including answering multi-line phones, routing calls and messages and greeting visitors.

Provide back up assistance to HR admins for their executives, by answering phones, taking messages, as well as calendar management.

Submit and facilitate IT requests and repairs for the 4 Corporate executives.

Coordinate and facilitate VTC calls.

Assist with all new employee on-boarding.

Executive Assistant

El Rey Network - Santa Monica, CA

August 2014 to December 2018

Responsible for admin support for the President of El Rey Network & SVP,

Head of Business & Legal Affairs.

Ordered all office supplies including ink cartridges, toner and paper.

Managed the President's/GM complex and frequently changing travel arrangements and coordinated the pre-planning of trips.

Oversight of office management and supervision of receptionist and all executive assistants.

Created expense reports, budgets and filing systems.

Researched, propose and implement vendor services to decrease costs to monthly expenses.

Assisted with team building initiatives and overall support for maintenance of organizational culture and employee morale.

Coordinated company special events and other employee morale functions.

Processed travel expenses and reimbursements.

Distributed company-wide announcements, book conference rooms and coordinate catering for annual staff development forum.

Conducted research to prepare, gather and proof briefing materials, agendas and decks for all executive-level meetings.

Located and attached appropriate files to incoming correspondence requiring replies.

Reconciled and processed expense reports for 3 internal executives.

Developed and maintained an alert system for upcoming deadlines on incoming requests and events.

Managed external contacts for CEO and kept track of periodic communication needed for priority contacts.

Supported the human resources department in the annual employee review process to manage performance merit increases.

Receptionist

Armolan Window Films - Los Angeles, CA

August 2011 to March 2014

Coordinated office inventory by restocking supplies and placing purchase orders.

Prepared packages for shipment, pickup or courier delivery to customers.

Interacted with vendors, contractors, and professional services personnel to receive orders, direct activities and communicate management instruction.

Provided clerical support to company employees, including copying, faxing and file management.

Answered inquiries and addressed, resolved or escalated issues to management personnel to ensure client satisfaction.

Corresponded with clients through email, telephone or postal mail.

Greeted customers and visitors in-person and via telephone calls.

Received and routed business correspondence to correct department or staff member.

Oversaw inventory activities, including materials monitoring, ordering or requisition and supply stocking or re-stocking.

Kept reception area clean and neat to give visitors a positive impression of the company.

Answered telephone inquiries from clients, vendors and the public.

Education

Associate in Fundamentals Of Project Management

UCLA Extension - Los Angeles, CA

2018

High School Diploma

Morningside High School - Inglewood, CA

2004

Skills

- SKILLS
- Project management
- Fluently bilingual: spanish
- Accurate and detailed
- Dedicated team player
- Outlook & PowerPoint
- 65 WPM typing speed
- KRONOS
- Administrative support
- Concur
- Scheduling
- Multi-line phone proficiency
- Teamwork and collaboration
- SAP Workplace
- Office management
- Schedule organization
- Excellent communication skills
- Bluejeans & VTC Calls
- Skilled in Microsoft Office
- Excel
- Calendar Management
- Accounts Payable
- Employee Orientation
- Events Management
- Human Resources
- Payroll
- QuickBooks
- Event Planning
- Multi-line Phone Systems
- Personal Assistant Experience
- Clerical Experience

Certifications and Licenses

Project Management Professional (PMP)

2018