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| Timothy Williams  Executive Assistant | [timoowilliams26@gmail.com](mailto:Timoowilliams26@gmail.com) • (757) 528-5037  [linkedin.com/in/timothy-williams](https://www.linkedin.com/in/timothy-williams-8ab84552/) • Hampton, VA 23669 |

Analytical and result-driven professional with comprehensive experience delivering excellent administrative support within fast-paced, multicultural environments. Proven track record of accomplishments in office management, administrative support, program governance, diary/database management, travel planning and arrangements, staff training and development, and conflict resolution. Excels at collaborating with and steering cross-functional teams while building strong relationships with co-workers. An elite communicator who can provide best-in-class customer service and support to clients for their optimum satisfaction and retention. I have a reputation as a resourceful individual, working with integrity to earn respect and exceed company expectations.

**Areas of Expertise**

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| * Administrative Support * Email Management * Project Governance & Control * Research Projects | * Data Entry * Calendar Management * Social Media Management * Database Management | * Team Leadership & Development * Event Management and Planning * Organized and Managed Leads * Customer Service |

**Professional Experience**

**Zirtual, Remote 2017 – Present**

**Executive Assistant**

Review inboxes to delete spam emails and flag important ones. Record minutes to document discussed issues and solutions. Oversee all aspects of drafting agendas and creating documents for meetings. Conduct comprehensive research to identify various items or information in line with the client's requirements. Leverage my in-depth expertise in Google Docs and Excel to schedule events in the calendar and update information. Formulate daily and periodic reports by utilizing Microsoft Excel.

* Researched and booked the most cost-effective flights and travel accommodations.
* Bridged communication gaps with clients through timely updates and progress reports.

**Virtual Office VA Staffing, Remote 2011 to 2014**

**Virtual Assistant**

Initiated contact with prospects to offer real estate and acquire required information on clients’ behalf. Create and distribute Google forms to relevant stakeholders. Maintained a database of property information in Google Sheets.

* Performed routine cold/warm calls to potential individuals on behalf of clients to increase sales volume.

**oDesk/Upwork, Newport News, VA 2011 – 2017**

**Freelance Virtual Executive Assistant**

Delivered administrative support to diverse individuals and companies. Managed end-to-end activities such as email, calendar, graphic design, and call answering. Headed all aspects of editing and proofreading emails for executives. Oversaw all travel arrangements to avoid interruptions. Google Calendar was used to schedule and invite stakeholders.

* Streamlined clients' workflows by introducing new software, such as Trello and Basecamp, to Project Managers.

**Additional Experience**

**Executive Assistant,** Delegated, Remote

**Search Engine Optimizer,** ISoftStone North America, Remote

**Education**

**Japanese Studies**

Old Dominion University, Norfolk, VA, 2016

**English Studies**

Thomas Nelson Community College, Hampton, VA, 2014

**Technical Proficiencies**

Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Google Docs, Google Sheets, Google PowerPoint, Microsoft Teams, Asana, Basecamp, Trello, Monday, Notion, Jira, Slack, Outlook, Gmail, Zoom, Google Meet, QuickBooks, Google Calendar, Outlook Calendar, Calendly, LastPass, Dropbox, Google Drive, Concur, Hootsuite, Loom, Canva, Doodle, HubSpot, Mailchimp

**Language**

Japanese, Native