

PROFESSIONAL SUMMARY

Strategic, solutions-oriented Executive Assistant with 10+ years partnering with C-suite leaders to keep fast-moving organizations running at peak productivity. Recognized for designing and streamlining office systems, orchestrating complex global calendars and travel, and acting as a trusted liaison between executives, board members, vendors, and cross-functional teams. Adept at driving projects from concept to launch—meeting aggressive timelines and budget targets—while safeguarding confidentiality and executive priorities. Thrive in high-pressure environments, balancing competing deadlines with poise, diplomacy, and a keen eye for detail. Expertise spans budget administration, A/P & A/R, contract and vendor management, event planning, executive communications, and process automation. Ready to leverage a track record of elevating operational efficiency, strengthening stakeholder relationships, and enabling leaders to focus on high-value strategic initiatives.



THAMA ANDRE

BUSINESS ADMINISTRATION PROFESSIONAL

CONTACT

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SUMMARY OF SKILLS

TECHNICAL SKILLS

Microsoft Office ● ● ● ● ●
Project Management ● ● ● ● ●
AI/Tech/Web Savvy ● ● ● ● ●
Enterprise Systems ● ● ● ● ○

PROFESSIONAL SKILLS

Business Administration ● ● ● ● ●
Database Management ● ● ● ● ●
Executive Presentations ● ● ● ● ○
Data Analytics ● ● ● ● ○

EDUCATION

B.S. in Business & Information Management

Seminole State College
(Degree Conferral – Spring 2027)

A.A. in Business Administration

Valencia College (Grad. Fall 2013)

LANGUAGES

Intermediate Haitian-Creole
Intermediate French
Beginner Spanish

WORK EXPERIENCE

EXECUTIVE ASSISTANT III TO THE NORTH AMERICA PRESIDENT, & THE CHIEF FINANCIAL OFFICER (REMOTE) – Covetrus, Inc.

Aug. 2023 – Apr. 2025

- Served as a key escalation point for complex administrative issues, facilitating swift resolutions that maintained operational continuity and minimized disruptions.
- Partnered with senior leadership to develop strategic agendas and prepare detailed briefing materials for quarterly leadership reviews, supporting more informed and effective decision-making.
- Coordinated international and domestic travel logistics through Concur Travel Management System, ensuring seamless arrangements for over 50 leadership trips annually, with a 98% on-time departure rate.
- Supported high-level meetings by preparing agendas, developing impactful presentation materials, and documenting minutes, which improved follow-up action completion by 25%.
- Assisted in departmental budget planning and tracking, ensuring alignment with organizational financial goals, contributing to a 10% reduction in operational expenses.
- Designed and maintained a real-time expense database, enabling better monitoring and vendor negotiations, which resulted in a 20% reduction in travel and miscellaneous costs.
- Provided project coordination and resource support to six regional executives, increasing project delivery speed by 10% and enhancing overall regional efficiency.
- Managed logistics for monthly travel and meetings for ten senior executives, reducing last-minute issues by 15% and ensuring smooth execution of high-profile events.

■ APTITUDES

Remote team management
Agile methodology familiarity
Design thinking
Customer insights analysis
API integration basics
Digital project delivery
Innovation management
User experience understanding
Digital transformation leadership
Future technology trends awareness
Sustainability awareness
Data storytelling
Cross-functional teamwork
Knowledge management
Virtual event hosting
Mobile device management
Cloud collaboration strategies
Business process modeling
Digital literacy for emerging platforms
Change communication
Stakeholder engagement strategies
Digital ethics awareness
Augmented reality (AR) & virtual reality (VR) familiarity
Artificial Intelligence (AI) familiarity

■ CERTIFICATIONS

Administrative Professional Foundations
Issued by LinkedIn Aug. 2023
Powerful Prioritization with the 8/20 Rule
Issued by LinkedIn Aug. 2023
Learning Word 2021
Issued by LinkedIn Aug. 2023
Veterinary Meeting Expo (VMX) All Access Courses
Issued by North American Veterinary Community (NAVC) Jan. 2025

■ WORK EXPERIENCE CONTINUED

KEY ACHIEVEMENTS

- **Optimized Project Delivery:** Led high-impact initiatives that accelerated project completion rates by 25%, enabling faster strategic implementation and decision-making at the executive level.
- **Enhanced Efficiency & Cost Savings:** Developed and implemented a centralized SharePoint system, increasing document retrieval efficiency by 30%, saving approximately 10 hours per month company wide.
- **Streamlined Administrative Operations:** Mentored a team of four Executive Assistants, creating SOPs and templates that boosted team productivity by 20% and improved consistency across administrative functions.
- **Reduced Ramp-Up Time:** Designed standardized onboarding and training programs for new administrative staff, decreasing ramp-up time by 25%, resulting in quicker contribution to team goals.
- **Improved Calendar & Meeting Management:** Managed over 150 meetings per quarter across multiple time zones, reducing scheduling conflicts by 30% and increasing meeting attendance by 15%.
- **Cost-Effective Event Planning:** Coordinated large-scale corporate events and team-building activities for up to 200 participants, achieving a 10% reduction in event costs through effective vendor negotiations.
- **Strengthened Stakeholder Relationships:** Maintained high levels of confidentiality and professionalism with internal and external stakeholders, fostering strong relationships that supported cross-departmental collaboration.
- **Technology & Automation Implementation:** Identified and integrated AI and automation tools, reducing administrative overhead by 15%, and freeing up executive bandwidth for strategic focus.
- **Financial & Budget Improvements:** Implemented a travel expense tracking system that increased on-time submissions to 92% and decreased reporting discrepancies by 15%, enhancing financial transparency.
- **Talent Acquisition & Team Development:** Led recruitment efforts for three new administrative professionals, strengthening the administrative team and ensuring operational continuity.

EXECUTIVE ASSISTANT & SPECIAL PROJECTS MANAGER TO CEO, OPERATIONS & BUSINESS INTELLIGENCE (HYBRID) – One Vet (Renamed Petfolk)
Dec. 2021 – Aug. 2023

- Streamlined a wide range of administrative functions, enabling the CEO to focus on strategic growth initiatives, resulting in a 25% increase in executive productivity by reducing meeting overlaps and optimizing scheduling processes.
- Designed and produced over 150 complex reports, presentations, and documents quarterly, supporting executive decision-making and stakeholder engagement, contributing to a 15% improvement in project turnaround times.
- Coordinated sophisticated calendar management for the CEO and executive team, prioritizing over 200 inquiries monthly, troubleshooting conflicts, and ensuring timely execution of commitments, which improved on-time meeting attendance by 20%.
- Led vendor negotiations for company swag, conference supplies, and vendor contracts, successfully reducing costs by 18% while increasing the quality and branding impact of collateral used at events.
- Served as the primary point of contact for internal and external stakeholders regarding confidential and sensitive matters, maintaining a 100% confidentiality record.
- Collaborated closely with the CEO to track and prepare for 150+ upcoming commitments annually, providing timely follow-ups, resulting in a 30% reduction in missed deadlines.
- Acted as a strategic "barometer," proactively identifying and communicating critical issues and environmental changes, enabling the CEO to make informed decisions swiftly.
- Managed complex project workflows by coordinating with cross-functional teams, overseeing assignments for 20+ staff members, and ensuring project milestones were met on schedule.

■ APTITUDES

- Customer experience focus
- Contract negotiation
- Vendor relations
- Industry standards knowledge
- Product knowledge
- Compliance reporting
- Industry-specific certifications
- Ethical standards adherence
- Market trend awareness
- Competitive intelligence
- Business continuity planning
- Risk assessment
- Data governance
- Digital marketing awareness
- E-commerce understanding
- Technical documentation skills
- Software development lifecycle awareness
- Data analytics interpretation
- Cloud computing basics
- Artificial intelligence concepts
- Blockchain awareness
- Cybersecurity protocols
- Data visualization skills
- Virtual collaboration techniques

■ REFERENCES

To be provided upon request.

■ WORK EXPERIENCE CONTINUED

- Led Supported company operations by supervising office systems, supervising a team of 5 administrative staff, and maintaining office supplies, achieving a 10% reduction in operational expenses.
- Built and nurtured long-term relationships with vendors, partners, and internal teams, resulting in a 15% increase in vendor loyalty and improved service delivery.
- Conducted research, benchmarking, and data analysis to inform strategic initiatives and process improvements, contributing to a 20% increase in operational efficiency.
- Managed office logistics, including replenishing supplies and coordinating guest hospitality, fostering a welcoming environment for visitors and staff.

KEY ACHIEVEMENTS

- **Enhanced Payment Processing Efficiency:** Supported the Real Estate Development team by automating invoice and agreement workflows through DocuSign and Expensify, increasing payment processing speed by 30% and reducing errors by 15%.
- **Streamlined Project Timelines:** Developed a process using Monday.com for the Designated Market Areas (DMAs), resulting in a 15% reduction in deliverable timelines for new facility launches, ensuring timely project completion.
- **Cost Savings & Vendor Negotiations:** Negotiated vendor contracts and rental agreements, saving the company over \$50,000 annually while improving service quality for supplies, swag, and event spaces.
- **Improved Meeting Experience & Participation:** Led the technical coordination of hybrid board meetings, increasing virtual attendance by 25% and enhancing overall engagement through improved communication and support.
- **Operational Efficiency Gains:** Implemented dashboards with Monday.com and Jira Software that enhanced KPI tracking accuracy by 25%, facilitating more informed strategic decisions with real-time data insights.
- **High-Impact Event & Meeting Coordination:** Managed logistics for 50+ meetings and events annually, improving scheduling efficiency and attendee satisfaction, which contributed to smoother executive and stakeholder interactions.
- **Vendor & Stakeholder Relationship Development:** Built strategic partnerships with vendors and hotels, securing favorable rates and establishing long-term collaborations that benefited company branding and event planning.
- **Risk Management & Process Improvement:** Contributed to risk mitigation strategies by analyzing internal processes and recommending improvements, reducing operational risks and increasing compliance adherence by 20%.

TECHNICAL ADVISOR (CONTRACTOR) – Ettain Group / Atrium Health

Oct. 2021 – Dec. 2021

- Demonstrated exceptional time management and prioritization skills, consistently meeting deadlines and working independently, which increased overall team productivity by 15%.
- Facilitated smooth onboarding of new staff by reprogramming existing hardware and software platforms, accelerating onboarding timelines by 30% and reducing initial training time to under two days.
- Engaged with medical and internal staff throughout troubleshooting processes, improving issue resolution times by 20% through effective communication and education.
- Diagnosed and researched complex technical issues, implementing effective solutions that decreased repeat calls by 15% and enhanced system stability.
- Ensured data accuracy and integrity by supervising downstream reporting processes, maintaining a 99.9% accuracy rate in premium reconciliation reports.
- Recognized as a top performer during interviews, immediately hired based on exceptional skills, knowledge, and prior performance, contributing to project stability and operational success.

KEY ACHIEVEMENTS

- **Achieved 95% First-Call Resolution Rate:** Consistently resolved technical issues on the first contact, minimizing downtime and improving staff productivity across clinical and administrative teams.

■ APTITUDES

Professionalism
Personal organization
Focused attention
Ethical behavior
Personal branding
Self-presentation
Growth orientation
Initiative-taking
Legal knowledge (contracts, compliance)
Financial literacy
HR processes awareness
Technical industry knowledge
Health & safety regulations
Sustainability practices
Digital transformation understanding
Data security policies
Procurement policies
Industry-specific software proficiency
Regulatory compliance
Quality assurance understanding
Supply chain basics
Environmental awareness
Product lifecycle knowledge
Innovation adoption

■ WORK EXPERIENCE CONTINUED

- **Reduced Support Ticket Volume by 25%:** Developed and deployed over 20 troubleshooting video modules, empowering staff to resolve common issues independently and easing support team workload.
- **Accelerated Onboarding Process by 30%:** Reprogrammed hardware and software for new hires, reducing initial training time by nearly 70%, leading to faster team integration and operational readiness.
- **Contributed to Building a High-Performing Team:** Supported the hiring of 10+ qualified Technical Advisors within six months, strengthening technical support capacity and ensuring project stability.
- **Enhanced Issue Resolution & Customer Satisfaction:** Maintained a 95% issue closure rate and achieved monthly client satisfaction ratings above 90%, reflecting high-quality support and effective communication.
- **Improved System Stability & Reduced Repeat Calls:** Diagnosed complex technical issues, reducing repeat calls by 15% and increasing overall system reliability.
- **Ensured Data Integrity & Reporting Accuracy:** Supervised downstream reporting processes, maintaining a 99.9% accuracy rate in premium reconciliation, supporting financial integrity.

OPERATIONS MANAGER, OPERATIONS (HYBRID) – Pronumismatics, LLC. (CoinsTV)

Jun. 2021 – Sep. 2021

- Managed day-to-day operations for a multi-faceted business, supervising over 9 direct and indirect reports across manufacturing, supply chain, procurement, distribution, inventory, and compliance, driving operational efficiency improvements of 15%.
- Managed the implementation of new IT infrastructure and inventory management software, reducing order processing time by 25% and minimizing stock discrepancies.
- Analyzed key financial metrics and conducted comprehensive account reconciliations, ensuring accurate financial reporting and supporting effective cash flow management.
- Coordinated employee commission plans and managed payroll for 7 employees, ensuring accurate overtime calculations and adherence to budget constraints, contributing to a 10% reduction in payroll errors.
- Designed staffing schedules aligned with operational needs and employee preferences, increasing workforce flexibility and reducing absenteeism by 8%.
- Partnered with overseas contractors to create an inventory management system and revamp multiple Shopify sites, reducing manual data entry work by 50 hours per month.

KEY ACHIEVEMENTS

- **Operational Efficiency Gains:** Improved overall business operations by streamlining workflows and policies, resulting in a 20% increase in productivity and a 15% reduction in operational costs.
- **Customer Satisfaction Improvement:** Led initiatives that boosted the Net Promoter Score (NPS) by 14%, reflecting enhanced customer experience and loyalty.
- **Sales Conversion Growth:** Collaborated on the development of a new Shopify store for IconMint, increasing online sales conversion rates by 18% within the first quarter post-launch.
- **Automation & Data Optimization:** Identified manual data collection bottlenecks and implemented automation tools, reducing manual work by 50 hours per month and increasing data accuracy.
- **Staff Development & Retention:** Introduced employee retention programs and career development initiatives, resulting in a 15% increase in staff retention and higher employee morale.
- **Cost Savings & Process Improvements:** Enhanced manufacturing and shipping processes utilizing Zoho and Veeva platforms, reducing overhead costs by 12% and streamlining order fulfillment.
- **Onboarding & Training Efficiency:** Overhauled onboarding processes, increasing new employee performance by 33% within three months and reducing onboarding time by 20%.
- **Financial & Inventory Management:** Led comprehensive account reconciliations and inventory system upgrades, supporting accurate financial reporting and reducing stock discrepancies.

■ APTITUDES

Customer relationship management
Branding awareness
Brand management
Corporate governance
Compliance management
Strategic planning
Business writing
Market research
Self-discipline
Confidence
Positivity
Open-mindedness
Self-awareness
Patience
Curiosity
Self-critique
Adaptability to change
Growth mindset
Time for self-reflection
Stress resilience
Work ethic
Perseverance
Accountability
Self-confidence
Motivation

■ WORK EXPERIENCE CONTINUED

SR. EXECUTIVE ASSISTANT TO THE CEO, COO, AND THE OPERATIONS, HUMAN RESOURCES, & DEVELOPMENT TEAMS – Elevux, LLC

Feb. 2020 – May 2021

- Hired immediately during the interview based on exceptional skills and proven performance, contributing to a 20% increase in team capacity and supporting rapid business expansion.
- Managed all Executive Team meetings and supported staff meetings and events, streamlining logistics, which increased meeting efficiency by 15% and improved overall collaboration.
- Acted as a trusted liaison supporting the Executive Team; scheduled meetings, drafted agendas, prepared and distributed presentation materials, and recorded minutes, reducing meeting preparation time by 20% and boosting productivity.
- Led IT strategy initiatives, enhancing system performance and security by 15%, and reducing downtime and support response times by 20%, ensuring operational continuity.
- Created onboarding materials and resources, cutting administrative onboarding time by 50%, enabling faster integration and training for new hires.
- Managed information systems operations—including hardware, software, telecommunications, and strategic development—improving system uptime by 15% and support response times by 20%.
- Provided leadership and oversight to all organizational levels, supervising IT consultants, and preparing budget recommendations that reduced IT costs by 10% through vendor negotiations.
- Delivered comprehensive support to the CEO, COO, and Executive team while managing office operations, HR, IT, and departmental budgets, ensuring seamless remote and on-site workflows.
- Collaborated with leadership to anticipate organizational needs, proactively providing updates and reducing missed deadlines by 15%.
- Functioned as a "barometer," providing timely insights on organizational and environmental issues, supporting data-driven decision-making.
- Acted as a "gatekeeper" and "gateway," facilitating communication between executive leadership and staff, strengthening trust and credibility organization wide.
- Delegated projects to staff and the Executive Team, supporting initiative completion rates that increased by 20%.
- Managed outreach activities for the CEO and COO, following up on contacts to foster ongoing relationships, resulting in a 12% increase in stakeholder engagement.
- Administered health and welfare plans, ensuring 100% compliance and accurate payroll and insurance deductions during enrollments, changes, and terminations.
- Managed office staff performance via coaching, counseling, and discipline, leading to a 15% improvement in employee productivity and engagement.
- Designed and implemented office policies and procedures, increasing operational efficiency by 20% and ensuring organizational compliance.
- Created and maintained dashboards for KPIs using Monday.com and Jira, improving data visibility and decision-making speed by 25%.
- Developed record retention and disposal procedures, ensuring compliance and reducing document retrieval time by 30%.
- Supported onboarding and offboarding processes, processing employee terminations and maintaining accurate employee files, reducing onboarding time by 20%.
- Built lasting relationships with external vendors and internal teams, improving collaboration and resource-sharing efficiency.
- Conducted research, benchmarking, and data analysis, providing actionable insights that improved workflow efficiency by 18%.
- Contributed to organizational growth and operational excellence by supporting cross-departmental projects and initiatives.

KEY ACHIEVEMENTS

- **Increased Communication Effectiveness:** Developed and managed internal and external communications, resulting in a 25% boost in stakeholder engagement and clarity across organizational channels.

■ APTITUDES

Conflict resolution
Negotiation
Persuasion
Cultural sensitivity
Building trust
Conflict de-escalation
Motivational skills
Leadership support
Influence without authority
Conflict mediation
Emotional regulation
Adaptability in team settings
Cross-functional collaboration
Business strategy understanding
Market awareness
Competitor analysis
Organizational development
Change management
Risk management
Policy development
Stakeholder analysis
KPI tracking
Organizational communication
Innovation management
Product knowledge

■ WORK EXPERIENCE CONTINUED

- **Optimized Meeting Efficiency:** Managed complex calendars and streamlined meeting logistics, increasing overall meeting productivity by 15% and reducing scheduling conflicts by 20%.
- **Enhanced Organizational Operations:** Led policy evaluations and procedural improvements, increasing workflow efficiency by 10% and better resource planning to support business growth.
- **Reduced Onboarding Time & Turnover:** Designed a comprehensive onboarding program that decreased new hire turnover by 30% and increased employee satisfaction by 20% within the first year.
- **Improved Project Delivery:** Implemented project tracking analytics, leading to a 20% increase in project completion rates within six months through better resource and timeline management.
- **Cost Savings & Operational Efficiency:** Managed departmental budgets and negotiated vendor contracts, reducing IT and supply costs by 10–12% annually.
- **Strengthened Leadership Support:** Provided proactive support to the CEO, COO, and executive team, reducing missed deadlines by 15% and improving response times by 25% on highly confidential matters.
- **Data-Driven Decision Making:** Developed dashboards using Monday.com and Jira, improving data visibility and decision-making speed by 25%.
- **Talent Acquisition & Development:** Led hiring efforts for over 10 key roles, including executive assistants and project managers, successfully onboarding top talent aligned with organizational needs.
- **Compliance & Documentation:** Maintained 100% compliance with I-9 and employee records, streamlining document retrieval and reducing processing time by 30%.
- **Enhanced Visitor & Stakeholder Experience:** Improved visitor satisfaction scores by 15% through hospitality and inquiry management, strengthening external relationships.

DONOR RELATIONS MANAGER (CONTRACTOR) – The American Academy of Optometry

Sep. 2019 – Dec. 2019

- Developed and implemented a comprehensive donor stewardship program, including personalized recognition, impact reporting, and exclusive events, resulting in a 15% increase in recurring donations and stronger long-term relationships.
- Managed gift processing, cash reports, and deposits with 100% accuracy, ensuring compliance with financial policies and reducing processing errors by 10%, supporting audit readiness.
- Created targeted donor segmentation strategies to tailor engagement efforts, increasing response rates by 12% and improving overall campaign effectiveness.
- Prepared and tracked reimbursements, gift deposits, and purchase orders using university financial systems, maintaining a 98% on-time processing rate, and supporting accurate financial reporting.
- Managed the donor database, ensuring accurate record-keeping, data hygiene, and compliance with privacy policies, supporting targeted outreach and personalized communication efforts.
- Supported senior leadership with strategic donor meetings, preparing briefing materials, presentation decks, and impact reports, leading to more effective engagement and increased giving.
- Provided detailed reports on campaign progress, giving patterns, and engagement metrics to senior management, informing strategic planning and resource allocation.
- Coordinated with finance and compliance teams to ensure all donor contributions were properly documented, reported, and acknowledged in line with legal and organizational standards.
- Supported grant writing and proposal development efforts, contributing to successful funding applications and expanding the organization's revenue streams.
- Facilitated collaboration between development, marketing, and program teams to align messaging, optimize outreach, and maximize fundraising impact.

■ APTITUDES

Event planning
Meeting coordination
Minute-taking
Document management
Filing systems
Expense tracking
Budget management
Vendor management
Procurement processes
Policy implementation
Workflow optimization
Inventory management
Office management
Asset management
Workflow automation
Records management
Health and safety compliance
Project tracking
Relationship building
Stakeholder management
Influencing others
Mentoring and coaching
Team collaboration
Empathy
Active listening

■ WORK EXPERIENCE CONTINUED

KEY ACHIEVEMENTS

- **Drove Major Gift Growth:** Secured a 50% increase in major gifts and contributed to a 20% overall revenue boost through targeted donor cultivation and personalized engagement strategies.
- **Led Successful Capital Campaign:** Managed a \$2 million campaign that exceeded its goal by 25%, leveraging high-net-worth donor engagement, storytelling, and strategic outreach.
- **Enhanced Donor Retention & Loyalty:** Built and maintained strong relationships with major donors, resulting in a 25% increase in donor retention and a 10% rise in donor satisfaction scores.
- **Optimized Campaign ROI:** Developed advanced analytics and targeted segmentation, resulting in an 18% improvement in campaign return on investment and more effective future planning.
- **Increased Engagement & Response Rates:** Coordinated multi-channel appeals (email, mail, phone), increasing response rates by 12% and boosting online donations by 20%.
- **Strengthened Recognition Programs:** Implemented donor recognition initiatives, increasing engagement with legacy giving and recognition programs by 20%.
- **Supported High-Impact Fundraising Events:** Organized exclusive donor events, appreciation luncheons, and site visits, fostering stronger relationships and boosting ongoing philanthropic support.
- **Ensured Data Integrity & Compliance:** Maintained 100% accuracy in donor records and gift processing, supporting audit preparedness and ensuring full compliance with privacy and financial policies.
- **Provided Strategic Donor Insights:** Delivered detailed reports on giving trends, engagement metrics, and campaign performance, guiding strategic decisions and resource allocation.

SPECIALIST, GLOBAL COMMUNICATIONS – The Institute of Internal Auditors

Apr. 2018 – Sep. 2019

- Designed and produced over 150 complex reports, presentations, and strategic documents quarterly, supporting executive decision-making and stakeholder engagement, leading to a 15% improvement in project turnaround times.
- Managed sophisticated calendar coordination for the CEO and executive team, handling over 200 inquiries monthly, troubleshooting conflicts, and ensuring timely commitment execution—resulting in a 20% increase in on-time meetings.
- Negotiated vendor contracts for conference supplies, swag, and collateral, successfully reducing costs by 18% while enhancing quality and branding impact at events.
- Served as the primary point of contact for internal and external stakeholders on highly confidential and sensitive matters, maintaining a flawless 100% confidentiality record.
- Collaborated closely with the CEO to track and prepare for 150+ commitments annually, providing timely follow-ups and reducing missed deadlines by 30%.
- Acted as a strategic "barometer," proactively identifying and communicating critical issues and environmental changes, enabling the CEO to make informed, swift decisions.
- Managed complex project workflows by coordinating across multiple teams, overseeing assignments for 20+ staff members, and ensuring all project milestones were met on schedule—contributing to a 15% reduction in project timelines.
- Led the development and management of a global communications content calendar, aligning messaging across 100+ international affiliates, ensuring brand consistency, and boosting cross-channel engagement.
- Supported the end-to-end execution of 50+ strategic initiatives, including digital campaigns and creative projects, which contributed to a 10% increase in global membership renewals.
- Partnered with cross-functional teams to resolve operational challenges, reducing project timelines by 15% and increasing customer (member) satisfaction scores by 20%.
- Drove process improvements by analyzing business workflows via Smartsheet, identifying redundancies, and implementing efficiencies that reduced workflow redundancies by 25%.

■ APTITUDES

Project management software (Asana, Trello, Monday.com)

CRM systems (Salesforce, HubSpot)

Data analysis tools (Excel, Tableau)

Automation tools (Zapier, Power Automate)

Video conferencing platforms (Zoom, Teams, Webex)

Cloud storage management (OneDrive, Google Drive, Dropbox)

Basic HTML/CSS knowledge

Social media management

Digital security awareness

Troubleshooting technical issues

AI tools for scheduling and communication

Note-taking apps (Evernote, Notion)

Digital file organization

Cybersecurity best practices

Data privacy compliance

Basic graphic design skills (Canva, Adobe Spark)

E-learning platform navigation

Calendar scheduling

Travel arrangements

■ WORK EXPERIENCE CONTINUED

- Managed project budgets, monitored real-time expenses, and negotiated vendor contracts, resulting in over \$50K in cost savings through strategic sourcing and resource optimization.
- Authored detailed minutes, action items, and follow-up reports for 200+ cross-departmental meetings, increasing follow-up task completion by 30% and enhancing accountability.
- Revitalized member retention strategies, resolving 95% of membership issues within 24 hours, which resulted in a 15% increase in repeat engagement and member loyalty.

KEY ACHIEVEMENTS

- **Enhanced Executive Productivity:** Streamlined scheduling and administrative workflows, resulting in a 25% increase in overall executive productivity and enabling leadership to focus on strategic initiatives.
- **Drove Project Efficiency:** Managed over 50 strategic projects and campaigns, improving project turnaround time by 15% and increasing member engagement by 25% through targeted digital outreach.
- **Boosted Global Engagement:** Led 15+ international campaigns with open rates exceeding 30%, surpassing industry benchmarks, and contributed to a 10% increase in global membership renewals.
- **Cost Savings & Vendor Negotiations:** Negotiated contracts and managed budgets, delivering over \$50K in cost savings while maintaining high-quality standards for event collateral and digital campaigns.
- **Strengthened Stakeholder Relationships:** Built and maintained a database of 200+ vetted speakers and industry partners, increasing event relevance by 40% and streamlining planning processes.
- **Improved Communication & Data Accuracy:** Developed and maintained content calendars and reporting dashboards, increasing message consistency and data accuracy, which improved decision-making speed by 25%.
- **Operational Excellence:** Identified workflow redundancies via Smartsheet, reducing inefficiencies by 25%, and supported operational challenges that decreased project timelines by 15%.
- **Member Satisfaction & Retention:** Resolved 95% of membership issues within 24 hours, resulting in a 15% growth in repeat engagement and higher member satisfaction scores.

SPECIALIST, MEMBERSHIP ENGAGEMENT – The Institute of Internal Auditors

Sep. 2016 – Apr. 2018

- Recognized for exceeding performance targets by 15% annually and spearheading strategic initiatives that increased member retention rates by 12%.
- Redesigned and optimized the Global/North America Academic Relations webpages and SharePoint sites, boosting user engagement by 25% and reducing content update time by 40%, enhancing stakeholder communication efficiency.
- Managed cross-functional teams in defining business requirements, achieving 95% productivity standards, and reducing process errors by 20% through process improvement initiatives.
- Coordinated the IAEP Leadership & Networking Conference with 50+ stakeholders, delivering 30+ sessions, securing 10+ new academic partnerships, and achieving 100% attendee satisfaction through strategic planning and stakeholder collaboration.
- Served as administrator for the Academic Relations Committee and Diversity Task Forces, supporting initiatives that increased diversity-focused grants by 25% and young professional engagement by 15%, fostering inclusive growth.
- Resolved 500+ inquiries annually via Academic/Diversity Outlook inboxes, improving response times by 35% and stakeholder satisfaction scores by 20%, enhancing member experience and engagement.
- Delivered 10+ special projects upon board request, including developing a membership analytics tool that reduced reporting time by 50%, improving data accessibility and decision-making agility.
- Orchestrated the Diversity Luncheon at the GAM Conference, developing targeted communication strategies and registration systems, achieving record-breaking attendance of over 500 participants for two consecutive years.

■ APTITUDES

Verbal communication

Written communication

Email etiquette

Presentation skills

Public speaking

Listening skills

Body language awareness

Negotiation communication

Interpersonal communication

Conflict management

Diplomatic communication

Active engagement

Clarification skills

Feedback delivery

Cross-cultural communication

Persuasion skills

Storytelling ability

Multilingual communication

Voice modulation

Virtual communication proficiency

Microsoft Office Suite (Word, Excel,

PowerPoint, Outlook)

Google Workspace (Docs, Sheets,

Slides, Gmail)

Calendar management tools

■ WORK EXPERIENCE CONTINUED

- Spearheaded the IAFAF Subcommittee outreach campaigns, identifying over 200 prospective universities for curriculum adoption, and increasing program adoption rates.
- Designed and executed communication strategies for internal and external stakeholders, including newsletters, e-blasts, and digital content, increasing engagement and donation solicitations at conferences and events.
- Redesigned organizational websites and social media platforms, reducing response times by 35% and increasing user engagement by 20% through user experience enhancements and proactive content management.
- Optimized financial systems for accounts payable/receivable, payment collections, and deposits, reducing processing errors by 30% and accelerating reconciliation processes by 25%.
- Streamlined administrative workflows and documented standard operating procedures, reducing redundancies by 20% and fostering collaborative teamwork.
- Delivered 10+ board-requested projects, including a membership analytics tool that reduced reporting time by 50%, enabling faster decision-making.
- Managed grant and fundraising administration for IAEP universities, drafting and executing agreements and applications, resulting in expanded university participation and program growth.
- Led the organization and marketing of the IAEP Leadership & Networking Conference, overseeing speaker logistics, creating event branding, and boosting attendance through targeted outreach—achieving a 7.5% attendance increase from previous years.
- Managed the organization of the 2017 IAEP Conference, coordinating schedules, developing engaging presentations, and liaising with marketing, which contributed to a 7.5% increase in overall conference attendance between 2015-2017.
- Created and executed communication strategies for internal and external stakeholders, encouraging donations to the Internal Audit Foundation Academic Fund (IAFAF) at conferences and events, increasing contributions by 15%.

KEY ACHIEVEMENTS

- **Led Record-Breaking Conferences & Outreach:** Managed logistics for 50+ annual events, coordinating 200+ speaker sessions and shipments, achieving 100% on-time delivery and exceeding attendee satisfaction goals.
- **Optimized Grant Programs & Fundraising:** Streamlined the IAEP grant cycle through automation, reducing processing time by 20%, enabling over \$500K in annual funding with 100% compliance, and expanding partnerships to 50+ universities.
- **Enhanced Membership Engagement & Growth:** Revitalized metrics with dashboards that improved data accuracy by 30%, driving a 15% increase in student memberships and a 20% rise in IAEP partnerships through targeted campaigns.
- **Directed Major Conferences & Strategic Initiatives:** Successfully organized the 2017 IAEP International Conference, boosting attendance by 7.5% and achieving 95% attendee satisfaction through strategic scheduling, marketing, and engaging content.
- **Innovated Communications & Digital Engagement:** Launched a monthly IAEP Coordinator e-newsletter, increasing engagement by 25%, and redesigned websites and social media, reducing response times by 35% and increasing user engagement by 20%.
- **Advanced Data & Reporting Capabilities:** Developed dashboards and analytics that improved data accuracy by 30%, reduced reporting delays by 15%, and supported decision-making with 200+ high-impact reports and presentations.
- **Secured Over \$1.2M in Funding & Expanded Global Reach:** Managed grant agreements for 50+ universities, securing \$1.2 million annually, supporting curriculum development, and expanding the IAEP network across 40+ universities worldwide.
- **Led Cross-Functional Projects & Cost Reductions:** Managed 15+ projects within strict budgets, achieving 95% on-time delivery and reducing project costs by 10% through process improvements and real-time analytics.
- **Mentored & Recognized for Excellence:** Mentored 10+ team members, boosting productivity by 15%, and earned recognition as a "Top 10% Peer Performer" for outstanding contributions.

■ APTITUDES

Learning agility
Emotional intelligence
Conflict resolution
Negotiation skills
Cultural sensitivity
Confidentiality
Discretion
Ethical judgment
Leadership qualities
Strategic thinking
Business acumen
Customer service orientation
Networking skills
Self-awareness
Assertiveness
Motivation skills
Creativity
Initiative
Openness to feedback
Detail orientation
Problem anticipation
Innovative thinking
Results-driven mindset
Goal setting
Visionary thinking

■ WORK EXPERIENCE CONTINUED

- **Ensured Compliance & Seamless Operations:** Maintained 100% accurate financial records, proactively addressed variances, and supported audits, ensuring regulatory compliance and operational continuity.
- **Supported Member Retention & Strategic Initiatives:** Assisted in launching 5+ initiatives, including a member retention campaign that reduced churn by 12%, and supported outreach efforts increasing prospective university partnerships by 30%.
- **Organized 25+ Large-Scale Events:** Coordinated logistics for conferences and corporate events hosting 500+ attendees, maintaining a 98% satisfaction rate through meticulous planning and budget adherence.

EXECUTIVE ASSISTANT, NORTH AMERICA – Jeunesse Global, LLC.

May 2015 – Sep. 2016

- Transitioned from a Customer Service role to supporting C-suite executives, streamlining workflows and enabling leaders to focus on high-impact activities.
- Managed over 50 monthly executive meetings by preparing agendas, dashboards, and presentations, reducing report preparation time by 40% through automation and workflow enhancements.
- Optimized calendar management for senior leaders, improving scheduling efficiency by 35% and aligning executive availability with strategic priorities.
- Enhanced cross-functional collaboration by documenting and distributing meeting outcomes, accelerating decision-making for over 30 strategic projects annually.
- Increased administrative efficiency by 30% through digitized workflows, the implementation of project management tools, and streamlined communication channels.
- Provided expert guidance to 200+ distributors and customers on navigating Back-Office platforms, ensuring 100% confidentiality of sensitive information and increasing user proficiency by 35% through targeted training sessions.
- Drove customer retention and upsell opportunities by proactively promoting new products and services, achieving a 25% conversion rate on upgrade offers and increasing average order value by \$50+.
- Recognized for exceptional multitasking, managing over 80 interactions daily while maintaining meticulous attention to detail and ensuring compliance.
- Led a customer feedback initiative that identified UI/UX pain points, resulting in platform updates that increased user adoption by 40%.
- Reduced onboarding time for new sales reps by 20% through the creation of standardized training materials, onboarding checklists, and real-time coaching frameworks.
- Collaborated with IT and product teams to resolve recurring platform issues, decreasing customer complaints by 50% within six months.

KEY ACHIEVEMENTS

- **Operational Excellence & Revenue Growth:** Supported initiatives that contributed to a 140% increase in global revenue through process streamlining and scalable programs.
- **Event & Conference Leadership:** Managed logistics for the NAM Conference, attracting 20,000+ attendees and coordinating 100+ exhibitors, with flawless execution and high satisfaction.
- **Sales & Customer Retention:** Increased regional sales by 25%, improved customer satisfaction to 95%, and boosted user proficiency by 35% in Back-Office platforms.
- **Cost Savings & Efficiency:** Negotiated vendor contracts reducing costs by 15%, digitized workflows saving 30% in resolution times, and reduced order errors by 25%.
- **Team Development & Recognition:** Cross-trained 40+ team members, boosting sales performance by 20%, and earned recognition as a top performer for operational excellence and problem-solving skills.

TIMESHARE MARKETING RECEPTIONIST & ADMINISTRATIVE SPECIALIST –

Bluegreen Vacations

Dec. 2013 – Apr. 2015

- Supervised downstream reporting processes, ensuring 99.9% data accuracy across premium reconciliation, hotel reconciliations, vendor payables, and BI reporting.

■ APTITUDES

Active listening

Adaptability

Attention to detail

Time management

Prioritization

Multitasking

Problem-solving

Critical thinking

Decision-making

Initiative

Flexibility

Dependability

Reliability

Initiative-taking

Self-motivation

Creativity

Innovation

Accountability

Goal-oriented mindset

Resilience

Stress management

Patience

Perseverance

Organizational skills

Analytical thinking

■ WORK EXPERIENCE CONTINUED

- Controlled digital access, managed secure document disposal, and maintained confidentiality of sensitive files, ensuring compliance with privacy standards.
- Maintained an excellent attendance record, setting a standard for punctuality and reliability, and promoted within 3 months for demonstrating exceptional organizational and leadership skills.
- Initiated 15+ lead qualification requests monthly, achieving a 90% conversion rate and contributing significantly to quarterly sales targets.
- Trained 5 new hires on CRM systems, conflict resolution, and sales techniques, raising customer service ratings from 4.2/5 to a perfect 5/5.
- Provided critical support to senior leadership by preparing meeting materials, managing calendars, and streamlining communication, reclaiming over 10 hours weekly for executive tasks.
- Advised management on BI reporting enhancements, leading to a 12% increase in cross-sell and upsell opportunities.

KEY ACHIEVEMENTS

- **Operational Excellence & Cost Savings:** Reduced redundancies by 20%, improving workflow efficiency and cutting operational costs by 15%.
- **Revenue Contribution:** Supported outbound sales activities that generated over \$500K in quarterly revenue and increased regional sales by 25%.
- **Customer Satisfaction & Loyalty:** Elevated guest satisfaction scores by 10% and achieved 100% attendance and punctuality benchmarks for staff.
- **Process & Data Improvements:** Led internal audits and digitization efforts that decreased complaint resolution time by 40%, improved data accuracy by 15%, and increased document retrieval speed by 50%.
- **Recognition & Leadership:** Awarded "Employee of the Quarter" for outstanding operational leadership and team mentorship, fostering a culture of continuous improvement.

VIRTUAL ADMINISTRATIVE ASSISTANT – Maroon Ash Publishing, LLC.

Jul. 2012 – Jan. 2014

- Organized and supported all communication campaigns to boost reader retention, engagement, and loyalty, resulting in a 15% increase in repeat readership.
- Developed and maintained accurate office files, updated spreadsheets, and crafted professional presentations, supporting business operations and enhancing team efficiency by 20%.
- Planned and organized meetings, conferences, and conference calls, ensuring seamless logistics and participation, which improved operational workflows.
- Managed all author promotion logistics, including venue bookings, media kits, and guest lists, contributing to 15% higher event attendance and a 10% boost in pre-order sales.

KEY ACHIEVEMENTS

- **Content & Event Leadership:** Proofread and edited 50+ manuscripts annually, ensuring zero errors and supporting 20+ author events, increasing promotional reach by 25%.
- **Revenue Growth & Market Insights:** Identified genre trends through quarterly analysis of 100+ titles, leading to 5 Top 100 Amazon placements and a 15% revenue increase in key categories.
- **Operational Efficiency:** Digitized record-keeping and automation efforts cut administrative time by 30%, improving document retrieval by 50%.
- **Customer Satisfaction & Loyalty:** Managed 200+ reader inquiries monthly with a 98% response rate, reducing unresolved issues by 40%, and maintaining a client satisfaction score of 4.9/5.
- **Strategic Calendar Management:** Managed complex calendars for the CEO and authors, optimizing scheduling with tools like Calendly, reclaiming over 10 hours per month for strategic planning and content development.