**Summary:**

As a self-motivated, goal-oriented Executive Assistant, I bring dynamic executive level support anchored in positive outcomes with a customer satisfaction mind-set. Absolute collaboration and discretion are top priorities. Acute problem resolution is sourced in critical thinking with strong communication skills. Solid organizational expertise enhances prioritization of multiple projects. Dedicated focus as a team player with leadership qualities facilitates my ability to work with all levels of personnel and clients.

**Highlights of Professional Qualifications:**

* Former small business owner managed all business operations:
  + Development of virtual programs for clients;
  + Website maintenance in WordPress;
  + Strategic client support.
* High level executive support:
  + Extensive travel details; expense reports;
  + Substantial calendar management;
  + Materials production (write and edit content, copy) for meetings and trainings;
  + Multi-tasking with ever-changing deadlines; all levels of event/meeting coordination.
* Excellent communication skills; seasoned in presentation delivery.
* Exceptional customer care committed to exceed expectations.
  + Great attention to detail for follow-up and completion.
* Highly proficient with current computer applications: MSOffice Suite; Concur; CRMs; DropBox; Internet research; QuickBooks basics; billing applications.

**Relevant Work Experiences:**

02/18 – 03/19

**Business Development & Administrative Marketing Assistant**

**HighPointe Financial Group,** Overland Park KS

* Responded to and resolved client issues.
* Created pipeline of small business owners for strategic partnerships and alliances.
* Maintained calendars for 5 senior financial advisors and streamlined workflow with them.
* Built weekly plans of action to expand business.
* Scanned and e-filed documents for financial plans and policy changes.
* Administrative follow up for all financial plans.
* Maintained CRM (SalesForce) and documented daily client transactions.

08/17 – 02/18

**Bilingual Office Assistant (P/T)**

**Balanced Body Holistic Health,** Olathe KS

* Office opening/closing procedures (key holder).
* Coordinated front office: admit/release patients set/managed calendar; maintained clean, vibrant ambience.
* Processed new patient paperwork with payments; reconciled daily payments and monthly billings.

11/14 - 07/15

**Sales Associate (P/T)**

**Arthur Frank Creations,**Phoenix, AZ

* Assisted customers to identify, purchase while upselling additional customized services.
* Coordinated details of special orders for colors, fabric, payment, delivery or pick up.
* Initiated customer database and a separate system for repeat clients.
* Achieved consistent 100% accuracy in all daily reconciliations.
* Created and sustained new social media profiles on Facebook and Pinterest.

05/11 - 12/13

**Founder/Owner**

**My Health as Wealth,**Portland, OR

* Conducted nutrition and lifestyle coaching business.
* Taught change principles for integral personal growth and development.
* Produced programs for individuals and small groups.
* Created all content for blogs, videos and newsletters.

07/05 - 10/07

**Personal Assistant (P/T) & Librarian (P/T)**

**Platt College**, San Diego CA

* As Personal Assistant to the President, duties included: confidential errands; personal finances; detailed medical matters; shopping; cooking; tracking expenses of 3 separate individuals.
* Created electronic files; organized and maintained personal files and records.
* Wrote personal correspondence on behalf of the President.
* As Librarian, restructured the library inventory to boost library as an on-site resource.
* Supervised trained student staff and coordinated staff projects to enhance library ambiance.

1994 - 2004

**Administrative, Executive and Project Assistant positions** (temporary and permanent)

in a variety of industries that included: health education and training; international air cargo; architecture; banking; computer technology; healthcare administration; inventory control; print on demand publishing. Examples include:

* Cargolux Airlines;
* Harman Interactive Group, a former division of Harman International Industries (sold to Intel);
* Intel Corporation: Corporate Business Development, and Inventory Control;
* Civitas Bank Group;
* Ardent Health Services;
* American Healthways;
* Lightning Source, a division of Ingram Books.

**Duties included**:  compile reports; contract negotiations; expense reports; maintain confidential records; office supplies and inventory; computer training of peers and managers; office relocation.

**Education:**

**Bachelor of Arts**, Spanish at University of Kansas, Lawrence, KS