

# CLIENT

Address  
Address

Email@email.com  
(xxx) xxx-xxxx

## SEASONED C-LEVEL EXECUTIVE ASSISTANT

Solutions-oriented, results-driven support professional with over 15 years of increasing responsibilities managing the complex needs of C-level executives. Proven record of handling high-pressure, highly confidential environments with composure, diplomacy, discretion, and confidence. Ability to act as a strategic partner by proactively anticipating needs, helping executives focus on and achieve top business priorities.

## AREAS OF EXCELLENCE

- Advanced Proficiency in MS Office Suite
- Calendar Management
- Communication
- Creativity
- Customer Service
- Email Management
- Expense Reports
- File Management (Electronic & Hard Copy)
- International & Domestic Travel Planning
- Meeting Coordination
- Needs Analysis
- Proactive
- Problem Solving

## PROFESSIONAL EXPERIENCE

PRIVATE COMPANY – Lexington, MA

Oct. 2008 to Present

### **EXECUTIVE COORDINATOR (International Alliances/Commercial)**

- Successfully managed calendars for 6 busy executives; coordinated meetings with complex requirements including attendees in multiple time zones and virtual meeting technology (i.e., web, video and teleconference).
- Coordinated all logistics of on-site and off-site meetings, including the inaugural Physicians Seminar in September of 2010, which hosted 110 international attendees.
- Managed complex domestic and international travel arrangements with meticulous attention to detail; verified and tracked medical requirements, created itineraries, accounted for impact of date and time zone changes, arranged transport and meal reservations, etc.
- Saved the company approx. \$3000 in 2010 by submitting Visa applications without utilizing legal resources.
- Managed and reported expenses adhering to budget constraints; resolved conflicts, coordinated with purchase department and ensured no discrepancies.
- Tracked revenue information for 6 companies, ensuring accuracy and timely distribution.
- Demonstrated innovative problem solving and initiative by managing special projects including creating the ECP hyperlink document and obtaining a Sr. VP's medical license in D.C.

PRIVATE COMPANY – Boston, MA

Jan. 2007 to June 2008

### **EXECUTIVE ASSISTANT (Regional Manager)**

- Acted as go-to person for scheduling of personal and professional appointments; coordinated all aspects of on-site, off-site and virtual meeting logistics.

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PRIVATE COMPANY – Boston, MA

April 2004 to Nov. 2007

## **EXECUTIVE ASSISTANT (Sales Department)**

- Oversaw and provided service for approx. 500 clients and prospects, offering exceptional “white glove” treatment whether communicating over the phone, via email or in-person.
- Prepared customized materials and marketing collateral for sales meetings, ensuring items were always up-to-date and accurate.
- Maintained critically important contact database using PRISM, updating information as needed to ensure accuracy at all times.
- Handled all elements of opening new accounts including collecting appropriate documentation from clients and financial institutions, entering information into database, and ensuring timely and accurate service.
- Coordinated monthly mass mailing for approx. 1800 referral sources using mail merge database technology and ensured quality and professionalism of finished product.

PRIVATE COMPANY – Waltham, MA

Nov. 2000 to Feb. 2004

## **SENIOR ADMINISTRATIVE ASSISTANT (Account Management Dept., 2001 to 2004)**

- Oversaw on-boarding process of approx. 3 new hires per year including orientation and training, completing confidential HR forms, and distributing equipment.
- Saved the company approx. \$2000 per year by researching, recommending and implementing new technology (CD-ROM) to replace printing of presentations.
- Provided comprehensive administrative support for 6 executives including a VP, Senior Director and 4 Sales Directors and acted as liaison for 30+ departmental employees.

## **SENIOR ADMINISTRATIVE ASSISTANT (Medical Dept., 2000 to 2001)**

- Handled sensitive documentation and confidential information regarding major drug studies with the highest level of discretion; filed CIOMS forms for Serious Adverse Events with accuracy and distributed to appropriate parties in a timely manner.

PRIVATE COMPANY – Belmont, MA

June 1998 to Oct. 2000

## **OFFICE MANAGER / EXECUTIVE ASSISTANT**

- Saved the company 55% on monthly long distance telephone service by researching providers, negotiating rates and managing the transfer of vendors without disruption.
- Coordinated all aspects of tradeshow logistics including production and shipping of marketing materials, travel arrangements, and timely follow up with prospects.

## **EDUCATION**

**BS, Business Administration/Management**, 2008, Northwestern University  
Honors: Sigma Alpha Lambda (2007), Golden Key International (2006)

**AS, Business Administration**, Middlesex Community College