

NAME

TITLE

000-000-0000 / EMAIL / CITY, STATE, ZIP

Profile

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Experience

Personal Assistant - Company / Location

MONTH YEAR - Present

- Coordinated personal errands for executives and associates, increasing efficiency by 24%.
- Digitized and encrypted confidential information and documentation, ensuring 100% privacy.
- Served as the first point of contact for clients, executives, and external partners by greeting them upon entry and answering the phone or email messages.
- Arranged 62 business trips for 25 executives by securing air and ground transportation, reserving hotels and conference rooms, and preparing itineraries.
- Reviewed records for accuracy and compliance, revising 38% of the company's handbook to reflect updated state, federal and company regulations.

Personal Assistant - Company / Location

MONTH YEAR – MONTH YEAR

- Provided direct feedback to management regarding account activities and customer complaints.
- Collaborated with management to propose solutions regarding account concerns increasing client satisfaction by 28% after resolution and receiving 21 client referrals.
- Networked with potential clients, gaining 5+ new clients per year and growing company revenue by 13%.
- Reviewed shipping documents with purchase orders to direct delays and errors, saving \$3K in revenue annually.
- Coordinated calendars between 4 executives and scheduled meetings, conferences, and business trips.

Project Experience

- Took on the project of coordinating meetings, errands, and other essential activities between high-level executives and associates.
- Was part of the initiative to digitize and encrypt confidential information and documents. This project helped ensure privacy for all employees and clients.
- Reviewed all documents submitted by executives, searching for spelling, grammatical, and factual errors.

Education

High School Diploma - Fenway High School

September 2007 – June 2011

- GPA: LIST
- AWARD
- AWARD

DEPARTMENT - SCHOOL

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Customer service
- Database management
- Critical thinking
- Written communication
- Scheduling

Licenses & Accreditations

Licenses & Accreditations

- Certified Administrative Professional
- Certified Professional Secretary
- Project Management Institut's Certified Associate in Project Management