

## EXECUTIVE ASSISTANT

PROCESS IMPROVEMENT | HIGH LEVEL EFFICIENCY

Polished, articulate and self-motivated Executive Assistant and Administrative Professional with exceptional interpersonal skills and well over 15 years of experience providing key support at various levels and ensuring seamless business operations. Experienced at streamlining workflow by developing process improvements, coordinating schedules, maintaining the office/appointment calendar, keeping inventory records and managing key payroll functions. A proven reputation, with a consistent history of exemplary performance reviews and recognition for driving efficiency improvements to office systems. Strong communicator, with the ability to collaborate effectively with diverse clients. Maintain excellent communication skills, problem-solving abilities, and a high-level of confidentiality.

- Productivity Improvement
- Administrative Skills
- Detailed-Oriented
- Exceptional Presentation Skills
- Office Administration
- Statistical Reporting
- Budgeting & Cost Control
- Calendar Management
- Data Analysis
- Client Relationship Management
- Problem Analysis/Resolution
- All MS Office Programs

### PROFESSIONAL EXPERIENCE

**TGI OFFICE AUTOMATION**, New York, NY • 2006-2014

**EXECUTIVE ASSISTANT TO VP OF SALES/COMMISSIONS ADMINISTRATOR**

Expert in analyzing data, resolving problems and providing superb customer service to personnel; experienced in writing comprehensive reports and creating compelling presentations. and keeping inventory records. Responsibilities included: project and program support, VP calendar maintenance, organizing detailed sales meetings, preparing pertinent documentation and tracking monthly sales contests.

#### **Key Accomplishments**

- **Process Improvement:** Developed and implemented new workflow procedures to save time and keep costs down
- **Attention to Detail:** Saved company money by diligently checking sales accuracy
- **Top Notch Client Relations:** Built Relationships and crafted Image with Internal and External Customers, Vendors, and the Public; attended to all customer needs ensuring a heightened level of customer satisfaction
- **Account Management:** Managed and executed all commissions for 60 sales representatives and management
- **Presentation & Detailed Reporting:** Generated sales reports for executives and principals of the company
- **Personnel Training & Development:** Trained sales representatives on the commission structure and work flow procedure
- Assisted VP of sales on all customer related tasks and administrative duties
- **Account Management:** Administered Commission payroll for 8 locations spanning 3 states
- **Sales Reporting:** Tracked annual sales of all level sales representatives for end of year bonus
- **Document Oversight:** Managed and maintained confidential files, records and documents
- Collaborated with lease companies to get approvals and or upgrade quotes and sales funded

**RECEPTIONIST ONE**, Staten Island, NY • 1999-2005

**OFFICE MANAGER**

Oversaw and managed busy office's daily operations. Responsibilities included: Answering 100-line switch-board, database administration, executive support and account management.

- **Office Administration & Management:** Managed all aspects of office administration, employee training, supervision, scheduling, timecards and payroll
- **Document Management:** Organized all status updates for physicians, lawyers and other professionals

*Prior Position include: Phone Operator for AAA Answering Service, Staten Island, NY*