

## **EXECUTIVE ASSISTANT**

Highly qualified PEOPLE-focused professional with extensive experience in applying superb interpersonal and communication talents that exceed expectations. Excel in collaboration and hi-touch concierge service.

*Goal Setting | Active Listening | Master Calendaring | Client Relations | Rapport Building | Effective Communication  
Confidential Discretion | Process Implementation | Prioritization Management | Event Planning | Office Ninja*

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### **PROFESSIONAL HISTORY**

- ✓ Excel at forming external relationships, working with clients to define problems, devise actionable plans, and build collaboration and compromise while producing results.
- ✓ Capitalize on opportunities to transform and simplify various procedures, increase and expand knowledge and awareness across diverse clientele.
- ✓ Leverage strong experience to identify and introduce critical solutions based on changing client needs while applying problem-solving skills to overcome challenges.

#### **Mozilla**

##### **Executive Assistant to Senior Vice President**

**(Global IoT Department dissolved) 2016-2017**

- Partnered with New Business Development team to ensure courtesy calendar scheduling with prospective cross-functional partner relationships; ensured world class high-touch "raving fan" customer experience.
- Meticulously coordinated complex domestic and international travel planning to ensure seamless experience.
- Coordinated complex All-Hands monthly meetings, life-event celebrations and large-scale teambuilding functions.
- Collaborated with Finance team to improve expense workflow process to ensure company policy compliance.
- Ensured 100% Participant User Study Satisfaction with continuous end-to-end Amazon Gift Card reward experience; earned Thank You Kudos from 3rd Party Market Research Partner Company.

#### **Addepar**

##### **Executive Assistant to General Counsel, Chief Marketing Officer, (2) VPs & Senior Directors**

**2014-2016**

- Played a vital role in scheduling meetings for high-level external prospects, client, partners, vendors, and investors; planned and coordinated complex investor galas and team building events.
- Increased strategic partnerships by 60%; created genuine relationships and scheduled 40 high level complex meetings in 2-month period.
- Learned Atlassian JIRA, built fully functional dashboard in 7 days, took initiative as Jira Administrator and improved organizational and operational efficiency by 100% resulting in zero missed requests.
- Created marketing trade-shows calendar, negotiated program contracts, complex logistics, and sales demos.
- Coordinated and managed domestic and international travel for all executives and group events.

#### **KPMG**

##### **Senior Administrative Assistant to (2) Managing Partners**

**2013-2014**

- Successfully trained Administrative team during new software SAP integration implementation roll-out.
- Streamlined international travel approvals and expense reporting workflow processes.
- Inspired administrative team by receiving 5 Encore Awards in 9 months showcasing passion, energy and commitment to company's initiatives; improved job satisfaction by coordinating unique team efforts.
- Strategically planned, executed and won competition for American Cancer Society Relay for Life Partner Greeter contest by rallying internal fundraising "Be the Change" donations of \$1600 in 2 weeks.
- Contributed to Partners

#### **California Security Pro**

##### **"Peace of Mind" Consultant**

**2011**

- Created "raving fan" client experience to new homeowners and businesses by partnering with local insurance agents resulting in new business referrals; scheduled welcome meetings and conducted monthly client follow-up visits. Received 100% client satisfaction via SurveyMonkey feedback.

**Law Offices of Nancy. K. McDonald  
Legal Assistant**

**2009-2010**

- Demonstrated stellar communication, comprehensive data analysis and superior negotiation skills during personal car accident injury case deposition, which resulted in Legal Assistant opportunity to partner with lawyer full-time.
- Created "raving fans" by improving client in-take process and life cycle resulting in frequent referrals.

**SAP**

**EA & Program Manager to EVP & General Manager, Business User Worldwide**

**2008-2009**

- Contributed to executive's strategy and execution of \$100+ million in license revenue by managing hi-level complex calendars, creating extensive travel itineraries, nominating targeted revenue, and generating customers.
- Contributed to a cross-functional effort to solve a \$1 million revenue recognition challenge for the Business Objects Sales Back Office that resulted from SAP's acquisition of Business Objects by leading, managing and training 7 team members.

**Facilities Services Supervisor**

**2007-2008**

- Strengthened employee engagement by coaching 2 departments, inspiring 10 employees, inclusive of Customer Service Specialists and Shipping & Receiving departments by implementing self-development plans including group discussions about "Who Moved My Cheese" by Kenneth Blanchard and Price Pritchett's Teamwork.
- Strategically calendared over 300 participants in SAP Wii Open Round Robin matches across 5 buildings in 1 week, coordinating game stations, arranging volunteer referees with 2-week lead time.
- Managed all on-site internal events including complex layout schematics, set-up, registration, and catering.

**EA to (SMB) Group Senior Vice President**

**2006-2007**

- Demonstrated operational excellence by simplifying Purchase Order system, streamlining processing time, assisting in resolving issues, and increasing efficiency by 50%.
- Increased team member productivity by 100% by hosting supplier relationship management system educational trainings procedures for over p100 global team members in 10 countries.

**EA to VP Solution Marketing NetWeaver and SVP Head of Portfolio**

**2005-2006**

- Demonstrated superior time management, guru-calendaring, and travel agent skills by successfully assisting (2) departments totaling over 100 team members.
- Partnered with Senior Vice President in minimizing expense policy non-compliance by successfully submitting and reconciling \$25,000 of overdue expenses spanning 5 years, 4 countries, and 3 foreign currencies.

**RAPID DISPLAYS**

**EA to President, VP of Sales, VP New Business Development and Sales Team**

**2003-2005**

- Demonstrated master calendaring skills with hi-level new business development clients.
- Contributed to prize-winning status by planning end to end trade-show coordination for Annual Point-of-Purchase Advertising International (POPAI) Outstanding Merchandising Achievement Awards Competition, which included on-time submission of 80 comprehensive completed applications, photography, and logistics of displays.

**EDUCATION**

Computer Science, Willamette University (Salem, OR)

**PROFESSIONAL DEVELOPMENT, HONORS & AWARDS**

TechWomen Impact Coach & Selection Committee Member (2017) | Professional Mentor (2016)

The Admin Awards Silicon Valley Admin Awards Nominee (2017) | Advisory Board Member (2015-2016)

Second Harvest Food Bank Team Leader (2013-Present)