

TIFFANY CAMPER

tcamper09@gmail.com

STREAMLINING OPERATIONS & EMPOWERING EXECUTIVES FOR PEAK PRODUCTIVITY

+35% Operational Efficiency Impact ▪ >90% Admin Accuracy ▪ Continuous Improvement Champion ▪ Go-To Event Planner

Transformative efficiency master with 11+ years of integrated experience in influencing success of businesses in growth mode by **energizing leadership in navigating high-volume tech operations and simplifying complex processes to ease employees' organizational day-to-day**. Thrive in introducing innovative strategies and orchestrating compelling affairs to improve office control and propel team engagement. Innate strategist committed to continuous improvement – streamlining systems and workflows while establishing strategic relations with partners to secure superior outcomes. Exceptionally adept at balancing multiple priorities while fostering a culture of excellence across all tasks.

★ Backed 15+ executives and senior leaders while overseeing affairs of offices with 300+ total employees.

★ Advocated for cost-reduction opportunities, saving 50% of original allocations on average.

★ Planned and delivered 50+ events ranging from social engagements to international conferences.

KEY DRIVER COMPETENCIES

Executive Support ▪ Office Administration ▪ Event Planning & Execution ▪ Human Resource Operations ▪ Reports Creation & Presentation
Executive Calendar & Travel Management ▪ Administrative Policies ▪ Logistics & Inventory ▪ Records Management ▪ Communications
Employee Engagement ▪ Vendor & Client Relations ▪ Project Management ▪ Process Improvement ▪ Expense Reporting
Talent Management ▪ Staff Monitoring ▪ Hiring & Onboarding ▪ Training & Coaching ▪ Strategic Planning

CAREER TRAJECTORY

Featurespace – [Hybrid]

05/2022 - 06/2023

SENIOR EXECUTIVE ASSISTANT | OFFICE MANAGER

Powered success of 4 leaders – the Founder, the Chief Legal Officer, the President of the Americas, and the VP of Customer Success – through exceptional support on meetings, calendars, financials, travels, events, and correspondences. Oversaw office affairs including ensuring adequate supplies and coordinating with property manager and IT professionals for updates, rent, and maintenance. Formulated expense reports for up to \$20K monthly spend. Organized 10+ events and conferences. Aided executives in supervising 25+ collective direct reports.

- ❑ Represented company's UK-based human resource office in the U.S. site, executing vital functions including processing onboarding of up to 15 new hires and sourcing new insurance provider for all US-based employees, cutting costs by 40%.
- ❑ Orchestrated the Summer Socials just one week from hiring as well as other in-person and remote social events year-round, integrating creative strategies that successfully grew engagement of company's 60 employees across 8 different departments.
- ❑ Supported executives on personal matters, as required, including maintaining personal contacts, personal finance, and calendar of family or home-related affairs while still ensuring a healthy professional boundary.
- ❑ Masterminded bookings and schedules during company's sponsorship at Money 20/20, the world's largest annual fintech event.
- ❑ Introduced accommodation booking monitoring system to avoid double-bookings for executives attending conferences.
- ❑ Built and maintained relationships with multiple vendors, gaining cost-saving favors including priority bookings and discounts.
- ❑ Organized and facilitated innumerable meetings with the executive leadership team, preparing agendas, taking comprehensive minutes, and distributing materials to ensure effective communication and alignment.
- ❑ Served as a trusted liaison between the executive team and various departmental leaders, facilitating collaboration and coordinating the execution of US Leadership team.
- ❑ Collected, analyzed, and reported on key performance metrics to measure the progress and impact of cross-functional projects, using data-driven insights to drive continuous improvement.
- ❑ Spearheaded the development and implementation of a project management framework to ensure all initiatives were aligned, on time and in budget monitoring/tracking timelines providing updates to the executive team.

Mauser Packaging Solutions – Atlanta, GA

08/2018 - 12/2020

EXECUTIVE ASSISTANT

Tapped for all-encompassing role of overseeing office functions, including tracking invoices, expenses, booking travel and driving projects for clients. Trusted with increased responsibilities to handle all HR-related tasks while steering event initiatives. Thrived as prime contact to resolve vendor/customer issues. Reported directly to the VP, Global Corporate Controller, providing unique hands-on approach to PA tasks.

- ❑ **Exercised Human Resources best practices and conducted onboarding of 10+ new hires**, supervising temps monthly, processing I-9 verification, and offering employee relations support to manufacturing plants. **Coached 150+ employees to top performance.**
- ❑ **Secured 30%+ cost savings** by researching and employing new cost-effective car program; processed vehicle insurance certificate globally, reconciled bank account deposits and credits monthly alongside oversaw all government application.
- ❑ **Utilized SAP to code and process 500+ invoices daily** and communicated with vendors to recoup funds and verify payment data.
- ❑ **Facilitated implementation of new software**; reduced discrepancies and improved operational efficiency by **35%**.
- ❑ **Saved thousands of dollars** administering training during outsourcing of AP operation to IBM and ensuring smooth transitioning.
- ❑ **Chaired weekly meetings with C-level executives** to chart organizational direction and drive performance excellence.
- ❑ **Champion change management initiatives during COVID** involving hybrid schedule development and in-office safety adjustments.

Iprospect & John Brown Media - Boston, MA

01/2018 - 07/2018

OFFICE MANAGER | HR ASSISTANT [CONTRACT]

Hired to oversee office functions, manage client relation concerns, process mails, bills, and invoices to ensure updated records, book monthly travels, and coordinating CEO livestream meetings. Served as prime contact for all employee issues while ensuring facility orderliness.

- ❑ **Supported 2 Senior Executives along with directing 2 cross-functional and interdepartmental collaborations**, furnishing office administration and HR services to aid achievement of departmental goals.
- ❑ **Oversaw 165+ employees collectively**, drove employee engagement, and promoted team synergy while enhancing productivity.
- ❑ **Reconciled \$10K+ expenses monthly** and improved mail delivery system to slash off desk time, enhancing productivity.
- ❑ **Facilitated orientation and onboarding of 12+ new hires**, processed I-9 verification, and conducted office tours for new hires.
- ❑ **Coordinated event logistics for all internal and external meetings**; executed a **\$600+** food & beverage budget per meeting.
- ❑ **Earned 100% satisfaction feedback rating from employees** regarding excellent travel and hotel bookings service.

Bonita Cleaning/Polished Shine Cleaning Solutions – Atlanta, GA

11/2015 - Current

EXECUTIVE ASSISTANT

- ❑ **Comprehensive administrative support to CEO and President of Operations**, expertly managing their calendars, travel, expenses, and personal affairs.
- ❑ **Conduct site visits and market research** to identify potential new business opportunities
- ❑ **Review and process payroll** data, ensuring accurate and timely compensation for all employees
- ❑ **Quarterback all sourcing** for cleaning products and equipment for each site/contract
- ❑ **Light accounting and vendor management** responsibilities.

DeKalb County Sheriff – Decatur, GA

03/2015 - 11/2015

SHERIFF PROCESSING TECHNICIAN/RECEPTIONIST [CONTRACT]

- ❑ **Operated front desk, handled CRT terminal**, answered calls, and processed inquiries from public law enforcement and attorneys.
- ❑ **Utilized advanced IT tools** to digitize documents along with processing **1K+** jail tickets monthly.
- ❑ **Monitored court hearing date schedules, operated voice radio**, facilitated new warrant processing along with serving bad check citations and making appropriate entries into GCIC/NCIC.

CERTIFICATION

Accounting Certificate • Cornell University
Ithaca, NY | 2022

TECHNICAL TOOLS

Microsoft 365 - Google Suite - Microsoft Teams - Slack - Certify - Concur - Travel Perk
- Zoom - Sharepoint - Salesforce - Quickbooks - ERP/Oracle - ScanOne - PeopleSoft