



STACEY LENNON

Personal Assistant LOS ANGELES, CA 90291, UNITED STATES

○ DETAILS ○

1515 Pacific Ave, Los Angeles, CA
90291, United States

PLACE OF BIRTH
San Antonio

NATIONALITY
American

DRIVING LICENSE
Full

○ LINKS ○

[Facebook](#)

[Twitter](#)

[Linkedin](#)

[Instagram](#)

○ SKILLS ○

Customer Information
Management Systems

Asana
Trello
Yast

MS Outlook
MS Project
MS Office

Calendar Management
Travel Planning

Email Response Handling
Presentations

Proposals

Content Research & Development

Database Management
DropBox

Adobe Dreamweaver
Slack

Wunderlist
iWork

Yack.net

TeamGantt

ScheduleIt

Skype

Zoom

PROFILE

Energetic and dynamic Personal Assistant with six years of experience working for a high-level executive in the pharmaceutical industry. Strong computer and research skills and bilingual in French, German and Italian. Interpersonal communication and organization. Currently completing an Associate's Degree in Business Administration.

EMPLOYMENT HISTORY

Personal Assistant to the CEO at Price & Smith Legal Associates, Seattle

January 2018 – April 2019

Introduced a multi-calendar diary system that automatically alerts the CEO of upcoming professional and personal appointments each executive of impending work schedules and appointments.

- Maintain multidimensional complex calendar system for CEO's personal and private business
- Create an effective digitized filing system that can sync across multiple devices
- Prioritize emails, sort incoming emails and handle outgoing mail correspondence
- Organize board and foundation meetings as well as web meetings in different time zones
- Conduct research and preliminary draft proposals
- Handle courier and pick up services
- Organize and facilitate private functions for the CEO and family members
- Devise shopping lists and organize grocery deliveries
- Keep up with CEO mobile, tech and media subscriptions to renew or cancel
- Handle travel arrangements including flights, car hire, accommodation restaurant reservations and outings

Personal Assistant at Concord Aviation, San Francisco

January 2016 – December 2017

Improved communication between the CEO and international managers by setting up a call recording system with transcribing functionality to track and record all telephonic conversations and automatically email transcription notes to all relevant parties within 24 hours.

- Devising and maintaining office systems, including data management and filing.
- Arrange personal and professional travel schedules, visas and accommodation on behalf of the manager
- Occasionally, accompany the manager on international assignments to take notes or dictation at meetings and provide general assistance during presentations
- Screening calls, inquiries and requests and deal with them appropriately
- Meeting and greeting visitors to the manager's office
- Organize and maintain business and personal diary and making appointments or reschedule meetings if needed
- Dealing with all incoming and outgoing on behalf of the manager
- Administrative support includes: carrying out background research and presenting findings, producing documents, briefing papers, reports and presentations

○ LANGUAGES ○

English

French

Italian

Russian

○ Corporate Virtual Assistant at Outsourced PA Services, Remote Role

January 2013 – December 2015

Increased office correspondence response rate efficiency by 60% by using AI to filter most common requests for information and providing automated response letters to senders.

- Conduct calendar management duties for clients, coordinate travel and meeting arrangements,
- Oversee accounts receivable and payable and respond to all client and customer queries via email, telephonic or instant message chat platforms
- Conduct research and compile draft reports
- Coordinate marketing efforts by creating and updating websites or blogs, overseeing social media accounts like Facebook or Twitter, and drafting and publishing press releases
- Schedule online meetings via Zoom and Webex

🎓 EDUCATION

○ University of Charleston, Charleston

April 2016 – April 2019

Degree: Associate's Degree in Business Administration

○ International Association of Administrative Professionals (IAAP), Portland

January 2014 – April 2014

Degree: Certified Office Assistant

📖 COURSES

○ Professional Written Communications Course, Lincoln Technical College, Indianapolis

June 2013 – October 2013

○ Certified Administrative Professional, International Association for Administrative Professionals (IAAP), Portland

May 2010 – November 2010

○ Office Procedures Course, Technical College for Secretaries, Richmond

January 2009 – October 2009

○ Certified Virtual Assistant, International Virtual Assistants Association, Online

June 2008 – November 2008