

Stacey Lennon



Personal Assistant

Address	1515 Pacific Ave, Los Angeles, CA 90291, United States	Place of birth	San Antonio
Nationality	American	Driving license	Full
Links	Facebook , Twitter , LinkedIn , Instagram		

01 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.

02 EMPLOYMENT HISTORY

01/2018 – 04/2019

Personal Assistant to the CEO at Price & Smith Legal Associates

Seattle

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

01/2016 – 12/2017

Personal Assistant at Concord Aviation

San Francisco

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

01/2013 – 12/2015

Corporate Virtual Assistant at Outsourced PA Services

Remote Role

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

03 EDUCATION

04/2016 – 04/2019

University of Charleston

Charleston

Associate's Degree in Business Administration

01/2014 – 04/2014

International Association of Administrative Professionals (IAAP)

Portland

Certified Office Assistant

04 SKILLS

Customer Information Management Systems

Asana

Trello

Yast

MS Outlook

MS Project

MS Office

Calendar Management

Travel Planning

Email Response Handling

Presentations

Proposals

Database Management

Content Research & Development	Adobe Dreamweaver
DropBox	Wunderlist
Slack	Yack.net
iWork	Scheduleit
TeamGantt	Zoom
Skype	

05 COURSES

06/2013 – 10/2013

Professional Written Communications Course at Lincoln Technical College, Indianapolis

05/2010 – 11/2010

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

01/2009 – 10/2009

Office Procedures Course at Technical College for Secretaries, Richmond

06/2008 – 11/2008

Certified Virtual Assistant at International Virtual Assistants Association, Online

06 LANGUAGES

English	● ● ● ● ● ●	French	● ● ● ● ● ●
Italian	● ● ● ● ● ●	Russian	● ● ● ● ● ●