

Stacey Lennon, Personal Assistant

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

Place of birth	San Antonio	Driving license	Full
Nationality	American		

LINKS [Facebook](#), [Twitter](#), [Linkedin](#), [Instagram](#)

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

Jan 2018 – Apr 2019	Personal Assistant to the CEO, Price & Smith Legal Associates	Seattle
	<i>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.</i>	
	<ul style="list-style-type: none">• 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	
Jan 2016 – Dec 2017	Personal Assistant, Concord Aviation	San Francisco
	<i>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.</i>	
	<ul style="list-style-type: none">• 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	
Jan 2013 – Dec 2015	Corporate Virtual Assistant, Outsourced PA Services	Remote Role
	<i>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.</i>	
	<ul style="list-style-type: none">• 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

Apr 2016 – Apr 2019	University of Charleston, Associate's Degree in Business Administration	Charleston
Jan 2014 – Apr 2014	International Association of Administrative Professionals (IAAP), Certified Office Assistant	Portland

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

COURSES

Jun 2013 – Oct 2013	Professional Written Communications Course, Lincoln Technical College, Indianapolis
May 2010 – Nov 2010	Certified Administrative Professional, International Association for Administrative Professionals (IAAP), Portland
Jan 2009 – Oct 2009	Office Procedures Course, Technical College for Secretaries, Richmond
Jun 2008 – Nov 2008	Certified Virtual Assistant, International Virtual Assistants Association, Online

LANGUAGES

English	Highly proficient	French	Native speaker
Italian	Native speaker	Russian	Highly proficient