

# STACEY LENNON

## Personal Assistant

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

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Place of birth ..... **San Antonio**      Nationality ..... **American**  
Driving license ..... **Full**

### 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.*

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### EXPERIENCE

❖ **Personal Assistant to the CEO, Price & Smith Legal Associates** ..... Jan 2018 – Apr 2019  
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

❖ **Personal Assistant, Concord Aviation** ..... Jan 2016 – Dec 2017  
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

❖ **Corporate Virtual Assistant, Outsourced PA Services** ..... Jan 2013 – Dec 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.

Remote Role

- 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** ..... Apr 2016 – Apr 2019  
*Associate's Degree in Business Administration* ..... Charleston
- ❖ **International Association of Administrative Professionals (IAAP)** ..... Jan 2014 – Apr 2014  
*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

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

## LANGUAGES

English .....	<i>Highly proficient</i>	French .....	<i>Native speaker</i>
Italian .....		Russian .....	

*Native speaker*

*Highly proficient*