



# Stacey Lennon

Personal Assistant

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

**NATIONALITY** American

**LINKS** [Facebook](#), [Twitter](#), [LinkedIn](#), [Instagram](#)

**PLACE OF BIRTH** San Antonio

**DRIVING LICENSE** Full

## 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

Jan 2018 – Apr 2019

Seattle

### Personal Assistant to the CEO at Price & Smith Legal Associates

*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

Jan 2016 – Dec 2017

San Francisco

## Personal Assistant at Concord Aviation

*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

Jan 2013 – Dec 2015

Remote Role

## Corporate Virtual Assistant at Outsourced PA Services

*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

Apr 2016 – Apr 2019

Charleston

## University of Charleston

Associate's Degree in Business Administration

Jan 2014 – Apr 2014  
Portland

## International Association of Administrative Professionals (IAAP)

Certified Office Assistant

### 04 SKILLS

Customer Information Management Systems

Trello

MS Outlook

MS Office

Travel Planning

Presentations

Content Research & Development

DropBox

Slack

iWork

TeamGantt

Skype

Asana

Yast

MS Project

Calendar Management

Email Response Handling

Proposals

Database Management

Adobe Dreamweaver

Wunderlist

Yack.net

ScheduleIt

Zoom

### 05 COURSES

Jun 2013 – Oct 2013

Professional Written Communications Course at Lincoln Technical College, Indianapolis

May 2010 – Nov 2010

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

Jan 2009 – Oct 2009

Office Procedures Course at Technical College for Secretaries, Richmond

Jun 2008 – Nov 2008

Certified Virtual Assistant at International Virtual Assistants Association, Online

### 06 LANGUAGES

English

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French

● ● ● ● ● ●

Italian

● ● ● ● ● ●

Russian

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