



# Stacey Lennon

Personal Assistant

## 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

## 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

- 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 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

Wunderlist

iWork

Yack.net

TeamGantt

ScheduleIt

Skype

Zoom

### **Languages**

English



French



Italian



Russian



## **Education**

### **Associate's Degree in Business Administration, University of Charleston, Charleston**

April 2016 – April 2019

### **Certified Office Assistant, International Association of Administrative Professionals (IAAP), Portland**

January 2014 – April 2014

## **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