



Teri Wesley

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PROFESSIONAL SUMMARY

Driven and resourceful administrative professional with 20+ years' experience supporting all levels of executives - from sole proprietors to C-level - in various sectors. Proven abilities to manage complex tasks with strong organization and multi-tasking skills.

SKILLS

- Expert Computer Skills
- Microsoft Office
- Google Suite
- Adobe Creative Suite
- Social Media Management
- Customer Support
- Calendar Management
- Email Management
- Writing/Editing
- Basic HTML/Drupal/Wordpress

EMPLOYMENT HISTORY

VIRTUAL SUPPORT SPECIALIST 01/2018 to CURRENT

Self-employed | Remote

- Assist executives with calendar management, email management, and other administrative tasks to maximize efficiency and productivity
- Cultivate customer loyalty via email, phone, and online platforms (e.g., chat, social media) to understand needs and provide excellent service
- Utilize exceptional writing, editing, and proofreading skills to produce engaging and error-free content: articles, blogs, website content
- Quickly learns new skills and process to improve efficiency and productivity
- Provide full range of administrative support, including preparation of presentation materials, marketing materials, correspondence, database management, online research, telephone and email support
- Contributing Editor of [Bankers' Hotline](#) monthly newsletter. Publication deadline consistently met since 2003

COMMUNITY MANAGER/EXECUTIVE ASSISTANT 02/2020 to 06/2021

Winston Privacy, LLC | Remote, IL

- Executive Assistant to the Founder/CEO: Monitored and organized email inbox for enhanced productivity, coordinated travel arrangements
- Collaborated with marketing and customer service teams to drive customer engagement and sales
- Social media management: Designed, wrote, and scheduled organic posts on Facebook, Instagram, LinkedIn, Twitter
- Wrote, edited, and published engaging blog posts and email campaigns
- Assisted customer support team with remote support via Freshdesk, live website chat, and email
- Increased customer satisfaction with community engagement on social media
- Exceeded OKR goals for user reviews by more than 100%

EDITOR, ASST PUBLISHER, ADMIN ASSISTANT

01/2003 to 01/2018

GBM Enterprises/BankersOnline | Doylestown, PA

- Determined readiness of articles submitted by editors, made changes, and approved final versions for publication. Responsible for project completion of two monthly financial industry newsletters from layout to publication
- Researched emerging topics and wrote content for weekly and monthly email briefings on bank security, bank technology, and cybersecurity
- Assisted Directors of annual Bank Security Conference with coordination of speakers and website content
- Developed engaging marketing campaigns to drive attendee registrations for annual Bank Security Conference
- Provided customer support via phone, email, and ecommerce site for newsletters, related products, and training videos
- Maintained and updated Access database of subscribers, conference attendees, and products
- Executed billing tasks and recorded information in company databases

**MILITARY
SERVICE**

YEOMAN SECOND CLASS (E-5)

05/1984 to 04/1988

United States Navy | Pensacola, FL

- Military Support Office Yeoman: Provided administrative support for the base commander and other admin departments, including the preparation of correspondence and personnel evaluations
- Staff Judge Advocate General Yeoman: Prepared military records for administrative or criminal trials
- Maintained 4.0 evaluations throughout 4 years of active duty
- Remained current with training and sought new training opportunities to further personal growth

EDUCATION

Executive Secretary | Certificate of Completion

06/1980

Scarlet Oaks Career Development Campus, Cincinnati, OH

Honors Graduate | High School Diploma

Norwood High School, Norwood, OH