



PROFESSIONAL SUMMARY

Driven and resourceful administrative professional with extensive experience supporting all levels of executives - from solo professionals to C-level - in various sectors. Proven abilities to manage complex tasks with strong organizational and multi-tasking skills.

SKILLS

- Proficient Computer Skills
- Microsoft Office
- Google Suite
- Adobe Creative Suite
- Social Media Management
- CRM Software
- Calendar Management
- Email Management
- Writing/Editing
- Customer Support

EXPERIENCE

VIRTUAL ASSISTANT

01/2018 to CURRENT

Self-employed | Hamilton, OH www.ontasksupport.com

- Assist executives with calendar management, email management, travel, 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 content: newsletters, articles, blogs, website content, email campaigns
- Provide full range of administrative support, including preparation of correspondence, presentation materials, and marketing materials; database management; online research; telephone and email support
- Contributing Editor of [Bankers' Hotline](#) monthly newsletter. Publication deadline consistently met since assuming the role in 2013.
- Quickly learns new skills and processes to improve efficiency and productivity

EXECUTIVE ASSISTANT/COMMUNITY MANAGER

02/2020 to 06/2021

Winston Privacy, LLC | Chicago, IL (Remote)

- Executive Assistant to the Founder/CEO: Email and calendar management, scheduled internal and external meetings, 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 quarterly OKR goals for user reviews by more than 100%

EDITOR, ASST PUBLISHER, ADMIN ASSISTANT

06/2003 to 01/2018

GBM Enterprises/BankersOnline | Doylestown, PA and Remote

- 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 | 2 years, Certificate

1978-1980

Scarlet Oaks Career Development Campus, Cincinnati, OH

Honors Graduate | High School Diploma

Norwood High School, Norwood, OH