

Lisa Salem

Executive Administrative Assistant

Motivated, dependable administrative professional with over 20 years experience providing administrative/office management support to Executive level management. Effective producer in work environments demanding strong organizational and communication skills. Dedicated, focused, detail-oriented; able to prioritize, and follow through effectively to achieve project goals. Able to perform quality work within deadlines with or without supervision; work well independently and as a team contributor. Also effective in virtual work environments, able to work remotely and with members of virtual work teams.

Career Highlights and Accomplishments

- ✓ Created a consolidated at-a-glance Department Budgets Variance report for Executive staff to use in daily operations, planning future department initiatives, and developing overall business strategies.
- ✓ Researched, proposed, organized, and implemented a new, enhanced Employee Service Recognition Program.
- ✓ Assisted in the formation and served as a member of the Communications subcommittee, which was part of a company-wide Customer Focus initiative to enhance and improve the communication process with both internal personnel and external customers.
- ✓ Created an Executive Travel Binder system consisting of all trip-related information/material for Executive's use and reference while traveling, including trip summary, travel arrangement details, schedule of activities, meeting material, receipts sleeve, etc. *--Holiday Builders, Inc.*

- ✓ Eliminated scheduling conflicts by developing monthly at-a-glance calendars of agents' marketing activities, office schedules, etc.
- ✓ Initiated responsibility of serving as interdepartmental liaison to assist agents with resolving application issues in a timely manner to consistently meet month-end enrollment deadline as governed by policies, thus preserving their projected monthly sales quota and eliminating delays in new member's effective date of enrollment.
- ✓ Created a directory of agents' sales brochure display locations to avoid duplication conflicts between agents, and devised a coding system to identify agent's brochure location when reply card is returned.
- ✓ Streamlined sales activity reporting by creating monthly summary pages of data for more efficient use by management.
- ✓ Proactively evaluated advertising effectiveness by polling all incoming calls to determine source of awareness; created monthly report to communicate results to management for marketing meetings. *--Health First Health Plans, Inc.*

- ✓ Succeeded in helping Director bring department in within budget at close of fiscal year for three years in a row.
- ✓ Took initiative to help department reduce costs by bringing all vendor accounts current; submitted invoices on a timely basis to avoid accumulated finance charges and late fees.
- ✓ Assisted in the formation of the Women's Advisory Council; instrumental in organizing administrative procedures to assist management in its efforts to accomplish the Council's goals and mission.
- ✓ Researched, compiled, and maintained a database of approximately 6,000+ community leaders for direct mail campaigns.
- ✓ Assisted in the proposal and formation of the Community Contributions Selection Committee to consolidate, manage, and control annual company-wide contribution expenditures. Invited to serve on committee as assistant to committee chairperson.
- ✓ Reorganized, archived, and indexed department filing system for greater efficiency.
- ✓ Created and organized reference library for department. *-- Health First, Inc.*

Skills and Abilities

- **Proficient computer skills.** Microsoft Office 2003/2007 (Intermediate); adaptable to any software program; self-motivated learner
- **Proficient administrative skills.** Calendar management; travel arrangements; meeting prep/minutes; tape transcription; Type 75+ wpm; proficient spelling/grammar, adept proofreading and editing skills; strong project management ability.
- **Effective communication skills.** Written; verbal; able to handle confidential materials and information with utmost discretion.
- **Efficient office management skills.** Adept at handling all aspects of office management functions; able to coordinate, oversee projects efficiently, and set priorities. Strong organizational skills.

Education and Professional Development

Brevard Community College, Melbourne/Palm Bay, Florida – Courses toward AS Degree Program (Bus. Admin) Present
IAAP Certification Program – Preparing for **Certified Prof. Secretary (CPS)** and **Certified Admin Professional (CAP)** exams Present
Program consists of college level coursework in Office Systems & Technology, Office Administration, Management (H.R., Accounting Procedures, Time Management, Communication), Organizational Planning, Advanced Administration, Team Skills).
Microsoft Office Applications 2003, 2007 Training – Skillsoft/Certiport Online courses to prepare for 2007 MOUS Certification Present
Professional Development: Admin Professionals Publications (ongoing) * Administrative Assistant Certificate courses (2005/2008) *
Administrative Professionals Conference (2001) * Management Skills for Administrative Professionals Seminar (1999) * Grammar and Usage Seminar (1999); The Exceptional Assistant Seminar (1998). **Certifications** – Brainbench Business Writing 3.5 GPA; Expert Rating Office Skills

Affiliations and Designations

International Association of Administrative Professionals (IAAP) - Active Membership status 2005 - present
IAAP – Central Brevard Chapter – Membership Committee Co-Chairperson (fill-in assignment) July 2008 – September 2008
National Association of Executive Administrative Professionals – Active Membership status 2005 - present
Notary Public, Commissioned in State of Florida Active through 2009

Professional Work Experience

Executive Assistant to President/CEO, Holiday Builders, Inc., Melbourne, Florida 2005 – 2009

Previous roles included Executive Assistant to COO and VP of Management & Organization Development/HR/Training

- **Executive Support:** Compose correspondence for Executive's signature; manage calendar/schedule appointments; Follow up with staff for requested information; act on behalf of Executive to disseminate information; update/chase delegated tasks to ensure progress to deadlines; relieve Executive of all administrative detail and projects; notarize documents.
- **Speaking Engagements/Interviews/Conferences:** Coordinate speaking engagements, PR interviews, Conference attendance/schedule
- **Research/Presentations:** Conduct research, compile data, and prepare reports, documents, and visual presentations.
- **Travel Arrangements:** Make travel arrangements, organize Trip Details Binder; prepare expense reports; reconcile VISA statements.
- **In-house Meetings:** Schedule/coordinate meetings (Board of Directors, Committees, Executive/Senior Management staff); arrange catering, create agendas, prepare meeting material, and record/transcribe meeting minutes.
- **Transcription:** Record/transcribe minutes of meetings (Senior Management Staff Meetings, Board Meetings, Committee meetings, etc.)
- **Offsite Meeting/Event Planning:** Coordinate logistics for off-site employee/executive meetings, company events, training sessions, conferences, including Executive/group travel arrangements.
- **Budget Tracking:** Monitor/reconcile President's Department budget. Verify/code/track invoices; Prepare monthly budget reports and quarterly forecasting reports.
- **Corporate Legal Assistant** – Under the direction of the CFO, serve as company key contact for receiving, coordinating, and tracking the progress of all corporate legal issues, transactions, projects with company attorneys. Interact with management to research/obtain information and data relating to each case as required; maintain legal files and Legal Case Activities Log; provide CFO weekly update on legal activity.

Administrative Assistant to Partner/Vice President Callaway & Price, Inc., Indialantic, Florida 2003 - 2005

Assisted with initial office setup/organization of this newly established branch office, then continued on in dual role as administrative assistant to Partner/Vice President, and Staff Office Assistant/Production Coordinator.

- **Executive Support:** Composed correspondence; managed calendar; transcribed documents/reports from taped dictation; assisted VP in his absence with problem-solving, staff workload coordination, monitoring progress of jobs to ensure deadlines were met, and client follow-up; prepared new hire paperwork; typed client proposals/fee quotes, processed new orders, provided job status updates.
- **Office Management:** Prepared job invoices; managed office supplies and vendor services; maintained office machines, files; prepared vendor payment requests, expense reimbursements, and staff timesheets; managed petty cash; tracked office income/expenses. Reported to/acted as office liaison for COO/Office Support Staff Manager and Comptroller in corporate office.
- **Staff Office Assistant/Production Coordinator:** Opened/assigned new jobs to staff; closed/billed/filed completed jobs. Assisted staff with public records research; obtained/researched current county data for reports; formatted, proofread, edited, and formatted 75+ page reports; organized, reproduced, spiral-bound, and prepared reports for delivery to client via a variety of delivery methods.

Sales and Marketing Assistant, Health First Health Plans, Inc. Viera, Florida 1999-2001

Provided administrative support to Sales Manager, 6 Sales Agents, and Executive Marketing staff.

- **Administrative** – Managed marketing material inventory, maintained office schedules and marketing activities calendars, facilitated payments of expense reports and vendor invoices, recorded/transcribed meeting minutes.
- **Scheduling:** Weekly staff meetings, seminars, agent floor time, appointments, and meeting rooms.
- **Event Coordination Support:** Seminar registrations; presentation materials; giveaways; flyers; speakers; catering; trade shows.
- **Member Enrollment:** Audited/prepared member applications (200+/month) to meet mandatory monthly deadline.
- **Sales Lead Management** – Managed distribution of incoming sales leads. Dispatched leads to agents in field. Maintained database of sales leads information and sales activity (5,000+ records). Coordinated direct mail and marketing campaigns.
- **Report Generation:** Maintained daily, weekly, and monthly sales and marketing activities for management and executive staff.

Senior Secretary, Corporate Marketing and Public Relations, Health First, Inc., Viera, Florida 1996 – 1999

Provided administrative support to Vice President of Marketing, Director of Public Relations and 6 Marketing/PR Coordinators.

- **Executive Support:** Prepared reports, documents, presentations, managed VP calendar; phone calls; mail; coordinated/attended meetings, Liaison between VP and other senior executives, board members, community leaders. **Committee Support:** Women's Advisory Council; Community Contributions Committee; Coordinated meetings/events, typed minutes; membership/facilitator liaison.
- **Department Support:** Answered phones, managed office supplies; proofread publications/articles drafts, coordinated press release mailings/clippings, assisted with event planning; processed payment requests, expense reimbursements; managed petty cash. **Supervisory:** Coordinated, trained, and directed workflow of temporary personnel. **Projects:** Maintained Community Leaders mailing list; coordinated direct mail campaigns for special events. **Budget Tracking:** Monitored/reconciled \$1M department budget report.

Other Professional Work Experience

- **Office Manager & Co-Owner** – Alternative Office Solutions, Secretarial/Business Support Services, Waltham/Framingham, MA (12 years)
- **Executive Assistant to COO**, promoted from **Administrative Assistant to VP of Operations**, ECS, Inc., Natick MA (3 years)
- **Personnel Supervisor/Recruiter** promoted from **Evaluation Supervisor**, Kelly Services, Inc., Framingham, MA (2 years)
- **Administrative Assistant to Director of Continuing Education Programs**, Bentley College, Waltham, MA (1 year)

Certifications Transcripts, Course Certificates, Letters of Recommendations available upon request