

## EXECUTIVE SUMMARY

Reliable, energetic, highly resourceful team player with a can-do attitude and proven ability to manage multiple tasks in a fast-paced environment. Valued by team members for outstanding written and verbal communications, attention to detail, flexibility and organizational leadership.

Proficient skill level of MS Office (Excel, Word, PowerPoint, Outlook, Visio, Access), Adobe Suite Products, Travel Management & Expense Reports (Concur), Meeting and Event Planning, IBM Lotus Notes (ccMail), Quick Books Pro, Catalyst, Kronos, Smart Sheet, Success Factors, Share Point, Social Media Platforms, Google Apps/Mail/Calendar

## PROFESSIONAL EXPERIENCE

### **XPO Logistics, Inc. - Charlotte, NC**

Analyst, Immigration and Global Mobility

Feb 2018 – Feb 2020

- Partner with internal business leaders, HR business partners, outside legal counsel and foreign national employees to ensure compliance is met on all immigration related services.
- Create and manage information within Success Factors, Share Point, Smart Sheet and internal platforms.
- Initiate petitions for immigration sponsorships and follow through to ensure critical deadlines are met.
- Manage a shared email account with highly confidential information and ensure every inquiry/request meets the 48-hour SLA for responses and/or completion.
- Implemented new streamline process by creating detailed fillable forms (Word, Excel, Power Point) to obtain information/documentation required by each party for every immigration related requests.
- Remain composed and focused in extremely high volume and stressful situations.

Executive Assistant

Dec 2016 – Feb 2018

- Executive Assistant to the Head of Talent Acquisition and the Corporate Leadership team.
- Manage multiple complex calendars that include high volumes of scheduling and rescheduling.
- Arrange domestic and international travel reservations and manage monthly expense reports.
- Coordinate onsite and offsite video conferences, training sessions, and web-based interviews.
- Organize and facilitate event planning for the Leadership team.
- Serve as the first point of contact and central life-line support for the needs of the Executives.
- Develop systems and processes to prioritize Executives' time and activities.
- Onboarding of new hires and contractors (including system access, equipment, office space, phones, building access, business cards, corporate credit cards, etc.).
- Implemented a new Vendor Management process for tracking compliance issues and vendor invoices for routine and high-level reporting.

### **Wells Fargo - Charlotte, NC**

Executive Assistant

Jul 2011 – Dec 2016

- Executive Assistant to the four Corporate Directors of Strategy for Wealth Investment Management, as well as the team members within the business unit (25+ employees).
- Manage multiple calendars and emails, domestic and international travel arrangements, and VISA application submission for international travel; Prepare, review and approve monthly expense reports.
- Plan and organize logistics for Strategy team events and arrange onsite and offsite video/telepresence meetings, including creation of presentation materials, room set-up, catering orders, equipment, etc.
- Review and prioritize confidential written and verbal communication and inquiries directed to the Executives and resolve matters not requiring the personal attention of the Executives.

- Successfully complete onboarding of all new hires and contractors within the business unit (system access, equipment ordering/set up, building access, corporate credit cards/phones, VPN set up, etc.).
- Create and proofread presentations for consistency, grammar and spelling prior to distribution.
- Demonstrate exceptional resourcefulness in forming relationships with individuals across multiple business units; Manage deadlines and prioritize tasks efficiently and follow up on action items.

**Ferguson & Ferguson Law Firm - Bloomington, IN**

Executive Legal Assistant (*temporary move*)

Aug 2009 – Jul 2011

- Executive Legal Assistant to the President and three Associate Attorneys.
- Proactive calendar and email management; Coordinate travel arrangements and expenses.
- Organize and prioritize workload to complete assignments within time sensitive deadlines.
- Preparation of legal documents, compose pleadings, legal filings and correspondence.
- Transcribe dictation and prepare professional documents for distribution to associates and clients.
- Conduct thorough and extensive online research; Organize and maintain client files.

**Wachovia / Wells Fargo - Charlotte, NC**

Executive Assistant

Nov 2007 – Aug 2009

- Executive Assistant to the Corporate Director of Strategy for Wealth, Brokerage and Retirement, as well as providing support to the team members within the business unit (20+ employees).
- Control complex calendars closely, with authority to determine who/what may be scheduled.
- Appropriate responses to emails and correspondence on behalf of the Executive and make administrative decisions while maintaining professionalism and confidentiality.
- Manage complex domestic and international travel and communicate any changes to the Executive in a timely manner; Process VISA applications for international travel.
- Prepare, reconcile, track and approve monthly expenses.
- Organize and facilitate corporate team events, and successfully resolve technical issues.
- Screen and prioritize incoming calls for Executive, ensuring messages are addressed timely.
- Successfully complete onboarding of all new hires and contractors within the business unit (system access, equipment ordering/set up, building access, corporate credit cards/phones, VPN set up, etc.).

**HSBC / Decision One Mortgage - Fort Mill, SC**

Executive Assistant

Jan 2005 – Oct 2007

- Executive Assistant to the two Executive Directors of Business Systems for Information Technology, as well as provide support to their direct reports and teams (100+ employees).
- Heavy calendar and email management; Plan and coordinate accordingly to ensure organization of the Executive's schedules; Anticipate and identify needs of the Executives and initiate projects independently.
- Maintain confidentiality when responding or acting on Executive's behalf.
- Manage domestic and international travel arrangements and process travel VISA applications.
- Prepare, approve and track monthly expense reports and reconcile statements.
- Coordinate and facilitate special events, onsite and offsite meetings, and teleconferences.
- Arrange catering as required for meetings and events; Oversee schedules of all conference rooms.
- Prepare and organize materials for meetings and proofread for accuracy prior to distribution.
- Manage all onboarding items for new hires and contractors within the business units (system access, equipment ordering/set up, building access, corporate credit cards/phones, VPN set up, etc.).

*Additional work experience available upon request.*