

John H. Smith

P.O. Box 1673, Callahan, FL 32011 • 800-991-5187(H) • 800-991-5187(C) • info@greatresumesfast.com

EXECUTIVE ASSISTANT

Proactive, senior administrative professional with a history of supporting C-level leaders in fast-paced corporate environments. Recognized and valued as a discreet and knowledgeable manager and partner, with the ability to juggle and prioritize needs while ensuring speedy responses to logistics and business concerns. Reputable for developing, implementing, and communicating policies and objectives, handling unforeseen issues, and serving as a liaison to clients, internal staff, and external contacts.

*Recognized by CEO of Acme as an employee who "shows initiative and can add value anywhere within the company".
Singled out as a "breath of fresh air because of willingness to help and (positive) attitude" by company's International Controller.*

AREAS OF EXPERTISE

Calendar Management • Travel Planning • Meeting Coordination • Project Management • Office Administration
Client Relations • Expense Reporting • Vendor & Supply Management • Issue Resolution • Special Projects
Technology Management • Staff Hiring & Training • MS Office • Stenography • Typing (80 wpm)

PROFESSIONAL HISTORY

Acme International Group – Phoenix, Arizona & Las Vegas, Nevada

2010 to Present

EXECUTIVE ASSISTANT TO CFO & DIRECTOR OF HUMAN RESOURCES

Deliver firsthand support to senior leaders and decision makers while managing a variety of key functions including oversight/auditing of attendance system (adding/training new employees and tracking system use), review of monthly invoices for Texas office, and distribution of B-5s to Acme partners. Coordinate Board packages for meetings—gather/proofread information and assemble packages for distribution. Upload corporate documents to virtual data room and compose letters/presentations for Internationally-based Finance team.

- ❖ **Following departure of CFO, transitioned from focused position to more comprehensive support role across company functions**, including HR and Finance. Challenged and regularly tapped by company CEO to assist with high-stakes projects and a variety of needs.
- ❖ **Overhauled and vastly improved attendance management by researching, selecting, and driving implementation of Iron attendance system**, which enables self-management by employees while ensuring adherence to policies and individual time-off allotments.
- ❖ **Played key role in communicating/clarifying expectations for employees** by assisting with writing of Employee Handbook and T&E policy.
- ❖ **Contributed to cost-saving effort by working with HR Director to research alternative travel agencies**. Prepared a detailed spreadsheet that identified savings from each company.

Blue Hill Enterprises – Phoenix, Arizona

1998 to 2010

EXECUTIVE ASSISTANT TO CEO

Played pivotal role in fast-moving business environment, providing assistance to company leader, Managing Director, and other senior leaders. Responded immediately to shifting priorities/deadlines while expertly handling all aspects of complex global travel arrangements (commercial and private airplanes), managing multiple calendars, and resolving scheduling conflicts. Served as point of contact for CEO when traveling, orchestrated all needs for large-scale meetings across the globe, and ensured accommodation of last-minute changes.

- ❖ **Resolved numerous scheduling conflicts to ensure success of a high-priority Internationally-based event for CEO**. Arranged individual travel plans for 35 people (including re-booking of cancelled flight the day before event), coordinated destination transportation, and negotiated lower rates over a 1-week span.
- ❖ **Ensured CEO's ability to attend an important meeting in Australia by driving successful effort to obtain a rush visa** in just 8 days.
- ❖ **Achieved savings for costly executive-requested supplies** by personally contacting source to secure a lower price.

River Hills Inc. – Phoenix, Arizona

1995 to 1998

EXECUTIVE ASSISTANT TO MANAGING PARTNER

As “right hand” to one of firm’s top-ten billing partners, maintained full calendar and schedules, coordinated travel for Partner and search candidates, and planned all aspects of international meetings. Managed heavy client contact, serving as liaison between them and candidates throughout the search process. Additionally, drove office management functions, including resolution of facilities issues.

- ❖ **Expertly managed opening of new office in Phoenix, Arizona**, which involved transition of several employees from the Georgia location.
- ❖ **Handled staffing issues, including hiring of temporary employees** to enable projects.

Weaver Law Firm – Phoenix, Arizona

1993 to 1995

OFFICE MANAGER

Directed operations for the largest of company’s 20 branch offices, representing 25% of total revenue. Conducted on-site hiring and training of all Office Administrators across the U.S., trained and met with Directors to brainstorm strategies for improving productivity, and handled ordering of supplies, furniture, and marketing materials. Oversaw functionality of all systems (phones, computers, fax machines, copiers, etc.)

- ❖ **Co-authored (with 3 others) a new Policies and Procedures handbook for Office Administrators.**
- ❖ **Ensured adherence to strict 3-week time frame for major transition and limited impact to business** by coordinating all aspects of consolidation of offices in Phoenix, New Mexico, and Nevada.
- ❖ **Earned fast promotion (after just 4 months with company) to highest administrative position** due to outstanding organizational, supervisory, and problem-solving skills.

CAREER NOTE: Previous roles as **Secretary** for Sloan Health Center’s Neo-Surgery Department and **Executive Secretary** for Harold K. Smith & Associates.

EDUCATION & CREDENTIAL

Executive Secretarial School, Phoenix, Arizona

Notary Public, State of Arizona