
**Company
Details**

Name: *E-executive Assist*
URL: www.e-executiveassist.com
Owner: **Beccy Hlawek**
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Profile

A highly motivated, detail oriented company, committed to success and total customer service. Skilled in Six Sigma methodologies and experienced in all facets of operations, including administration, planning, budgets, operational management, project management, and customer relations.

**Areas of
Expertise**

- Virtual Administrative Support
- Executive Administrative Assistant
- Office Manager
- Conference & Event Planning
- Account Manager
- Project Coordinator
- Training Administrator
- Department Assistant

Experience

- 20+ years of providing administrative assistance to executives in companies within the financial, aerospace, chemical and hi-tech fields
 - Assist with budgetary planning; compiling statistical data for financial planning
 - Handle complex and sensitive inquiries from external and internal sources
 - Established office procedures and control
 - Arrange domestic and international travel, making necessary arrangements to obtain travel papers including passports, business, tourist and work Visas
 - Develop and maintained customer follow-up process, including customer base marketing, retention plans and survey process
 - Create charts and graphs for presentations to all levels of management
 - Direct the work of local and international administrative assistants; develop job descriptions, recruiting, hiring and delegation of workload
 - Assist with personnel/payroll processing and record keeping
 - Responsible for the daily operations of a privately owned real estate company with 22 sales agents and five office support staff
 - Conduct weekly status meetings and new hire training seminars
 - Prepare sales and financial reports, payroll and agent commission distribution
 - Oversaw all aspects of the daily operations and staff of a corporate learning/training center
 - Planned trainings, meetings and events of various sizes and budgets
 - Earned customer satisfaction rating of 4.8 out of 5.0 for the three consecutive years of operation
 - Developed, prepared and facilitated various customer focused curriculum, team-building programs and trainings
 - Successfully scheduled, marketed and coordinated various Customer Excellence courses, developing curriculum, contracting preferred outside suppliers and securing needed resources
 - Prepare and published marketing materials for a variety of audiences
 - Create and maintain organizational charts
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Affiliations

Member – International Association of Administrative Professionals (IAAP)
Committee Chair – Festival of Trees / Banner Health Foundation at Banner Gateway Medical Center
Founding Member & Officer – Gilbert Sister Cities International
Council Trainer – Girl Scouts Arizona Cactus Pine Council
Notary Public (Arizona)
Board of Directors – Wagner Dance Arts

Professional Development

Greenbelt certified in Six Sigma, Total Quality, Lean Manufacturing, Customer Excellence College, Indispensable Assistant Training, Increasing Human Effectiveness, Customer Segmentation, Service Standards and Recovery, Managing Customer Relationships, Seven Habits of Highly Effective People

Awards Received

Spearheaded annual company employee recognition awards and events
Planned and coordinated company meetings and events
Volunteer of the Year
Leader of the Year

Skills Summary

Highly dependable, flexible, punctual and efficient
Well developed communication, interpersonal and organizational skills
Outstanding ability to prioritize assignments and meet deadlines
Attend on-going technology and administrative training and seminars
Microsoft: Word, Excel, Access, PowerPoint, Outlook, Publisher, Works
Graphic/Financial/HR: Adobe Photoshop, Print Shop, QuickBooks
Management: Hodges/ESP2000
Web: Internet, Intranet, Netscape, HTML, SharePoint Services
