M. H.

Address 🟇 phone 🟇 email

# Personal Assistant

##### Dedicated ║ Talented ║Resilient

Since 2003, I have been providing high-level personal and executive assistance to busy professionals, both for their homes and their office environments. I thrive on being the right-hand person, the instrument to help them implement their wishes in a diligent manner.

## Skills Summary

|  |  |  |
| --- | --- | --- |
| * Microsoft Office (Word, Excel, PowerPoint, Outlook) * Professional Correspondence * Office and Home Organization | * Travel Coordination * Event Coordination and Planning * Meeting Planning | * Personable and Confidential * Detail-oriented and thorough * Intelligent and adaptable * Willing to travel |

## Professional Experience

### Executive Assistant 2007 - Present

#### Women's Tennis Association (WTA), St. Petersburg, FL

The WTA is the world's leading professional sport for women with over 2,200 players representing 96 nations competing for over $86 million in prize money at 53 events and four Grand Slams in 33 countries.

#### Dedicated support for two C-Level Executives:

* + Full management of extensive calendar functions
  + Handles professional documents and correspondence, including email and official letters
  + Works with other departments to uphold organization's image at the highest level
  + Trouble-shoot IT issues as needed
  + Coordinates domestic and international travel
  + Travels with executives as needed

#### Manages Board Meetings and Special Events:

* + Creates meeting schedules and oversees logistics
  + Coordinates travel arrangements and ground transportation for 10-person Board
  + Secures hotel meeting space and selects menus
  + Acts as concierge for any special requests or requirements
  + Provides additional support to the Global Advisory Council Members
  + Hosts events at tournaments for VIPs and distributes tickets
  + Manages donations for various events
  + Regular interaction with celebrities and high profile figures in Women's Tennis

### Concierge Service/ Personal Assistant 2003 - 2007

#### St. Petersburg, FL

For several years, provided assistances to a select group of executives and their families.

* + Organized several homes, including closets, kitchens, personal finances and home office
  + Project research and liaison for selling homes and/or valuable household items
  + Extensive personal errands, household shopping and gift shopping/ wrapping
  + Event coordination and selection of private chefs

## Additional Experience

### Trainer 2003 - 2007

#### Picis, Inc., Wakefield, MA

Picis (formerly Ibex Healthdata Systems) provides In Integrated Delivery Networks (IDN) for hospitals and physicians. As the Trainer for the Pulse Check ED system, worked specifically with hospital Emergency Departments to train all staff members in the new patient charting systems and to provide support following the implementation.

* Led on-location training sessions of 1 - 4 days across the country
* Provided additional one-on-one training as needed
* Taught teams of up to 20, classified by role, such as nursing staff and physicians
* Quickly learned new systems and medical terminology

## Education and Professional Development

### Bachelor of Science, Florida State University

* Major: Human Resources; Minor: Psychology

### Langevin Learning Services

* Instructional Techniques for New Instructors
* 25 Creative Ways to Add Excitement to Your Training

### Franklin Covey

* Effective Time Management