

Katiana M. Pugh

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EXECUTIVE ASSISTANT

Dynamic professional with experience providing support to C-level executives, and business leaders. Known as an uplifting team member and great communicator. Easily manage high level and multiple calendars, global travel, and weekly and quarterly team meetings. Manage confidential information with the highest level of integrity and discretion. Resourceful, self-starter who solves problems, but can also be a team player. Thrives in high-pressure situations, and consistently shows great attention to detail while anticipating the needs of the team and clients.

SUMMARY OF QUALIFICATIONS

- Manage programs and work hand-in-hand with superiors, team members, clients, and vendors to support financial, and managerial logistics.
- Experience working on small strategic initiatives and being a highly effective supporting resource, core team member, and individual contributor.
- Pride in my ability to create long lasting relationships with teammates and leadership due to my positivity and hard working mindset.

KEY SKILLS

Executive Level Support | Program Management | Calendar Management | Travel Arrangement | Notary

PROFESSIONAL EXPERIENCE

Key Equipment Finance - KeyBank | Superior, CO
Administrative Assistant III / Executive Assistant

July 2021 to Dec 2023

Responsibilities:

- Manage the receptionist desk by greeting vendors and clients.
- Updated and managed scheduling and calendar for exec and team.
- Analyzed and delivered mail to ensure accuracy of the distribution to each Team.
- Consistently received positive reviews from visitors and employees concerning my disposition.
- Answer phones and ensure the caller is connected to the right department.
- Handled time and pay approval through Workday for my exec's team.
- Utilize Microsoft Office Suit for day to day use.
- Use my skills and knowledge of Concur and CWT to book travel for exec and team.
- Maintained and approved expense reports for the team..
- Helped facilitate a whole company move from 1st to 2nd floor.
- Notarized for company

Cahill & Associates, PC | Boulder, CO
Office Manager

September 2021 to April

Responsibilities:

- Manage the receptionist desk by greeting visitors.
- Schedule appointments for clients for the current tax year.
- Manage the calendar for the firm.
- Analyze delivered mail to ensure accuracy of the distribution to each CPA.
- Consistently received positive reviews from visitors and employees concerning my disposition.
- Answer phones and ensure the caller is connected to the right CPA.
- Handle any solicitation calls by screening for matters of importance.
- Utilize Microsoft Office Suit for day to day use.

- Use my skills for the hiring process.
- Maintain complex data management and data entry into a tax filing program called Lacerte.
- Basic Quickbooks experience, in the process of getting Quickbooks Accounting certified.
- Notarize client documents for company

DriveSafe Driving School | Boulder/ Louisville, CO
Front office Assistant

June 2019 to April 2020

Responsibilities:

- Welcomed students and parents to classes and instructions.
- Administered and graded Permit test.
- Validated Licenses and Permits through DMV database.
- Worked closely with the DMV to send and receive documents for clients.
- Received a 5 hour training on how to drive safely called DSD “Defensive Skills Day”.
- A bit of sales and marketing
- A whole lot of scheduling for student classes, Drive tests, and Permit tests.

Nanny | Boulder, CO
Caretaker for 5 kids

August 2014 to 2021

Responsibilities:

- In charge of picking up and dropping off kids to school on time. .
- Have the responsibility of all household duties such as cleaning, cooking and laundry.
- Received my CPR certification.
- Making sure children take naps and eat balanced meals.
- Provided in-home child care for families as needed.

Primrose Preschool | Lafayette, CO
Assistant Teacher

October 2018 to March 2019

Responsibilities:

- Assisted teachers with various classroom tasks such as distributing materials, grading papers, stocking the shelves, and organizing the supply room.
- Directed my own class here and there with a fun energetic spirit.
- Received my CPR certification.
- Received training on using the Bradley method.
- Provided breaks for lead teaches lunches.

Altitude Physical Therapy | Broomfield, CO
Administrative Assistant

July 2018 to October 2018

Responsibilities:

- Provided customer service to those who walked in.
- Directed patients to their therapist room.
- Checked insurance Authorizations.
- Made sure all machines in the rooms were ready for the therapist and the patient.
- Scheduled appointments for all three therapists.

Kelly, Services – on assignment at Battelle | Boulder, CO October 2017 to June 2018
Administrative Assistant

Responsibilities:

- Managed the receptionist desk by greeting visitors and answering phone calls.
- Scheduled potential employee interviews with assistance from the recruiting team.
- Managed conference room calendars.
- Analyzed delivered mail to ensure accuracy of the distribution.
- Consistently received positive reviews from visitors and employees concerning my disposition.
- Answered phones and ensured the caller was connected to the right person.
- Handled any solicitation calls by screening for matter of importance.
- Utilized Microsoft Office Suit for day to day use.

- Exposure to complex data management and data entry
- Maintained large dataset forms and databases

Aspen Media | Louisville, CO
Customer Service

April 2016 to August 2016

Responsibilities:

- Motivated customers to renew products.
- Managed a positive attitude when handling angry customers.
- Consistently achieved weekly incentives and more.
- Punctual to work every day to begin my shift.

Tuesday Mornings | Lakewood, CO
Cashier/ Part-time Assistant Manager

October 2016 to January 2017

Responsibilities:

- Issued receipts, refunds, and credits to customers with ease.
- Greeted customers and answered questions to the best of my abilities.
- Assistant manager duties included: scheduling employees and providing creative store decorating ideas.
- Noted many times by customers for outstanding customer service.
- Ensured employee coverage on a weekly basis.
- Ensured sales were rung up accurately.

Auraria Campus bookstore | Denver, CO
Customer Service

June 2015 to September 2015

Responsibilities:

- Receive payment by cash, check, and credit card and making sure all transactions were valid.
- Issued receipts, refunds, and credits that best fit the customer's satisfaction.
- Greeted customers and answered their questions to the best of my abilities.
- Provided outstanding customer service because I enjoyed it.
- Ensured sales were rung up accurately.

Primrose Preschool | Superior, CO
Administrative Assistant

August 2014 to August 2015

Responsibilities:

- Assisted teachers with various classroom tasks such as distributing materials, grading papers, stocking the shelves, and organizing the supply room.
- Directed my own class here and there with a fun energetic spirit.
- Received my CPR certification.
- Received training on using the Bradley method.
- Provided in home child care for families as needed.

Rent in Boulder | Boulder, CO
Office/ Personal Assistant (Family Business)

August 2009 to August 2013

Responsibilities:

- Compiled all welcome packets for incoming residence.
- Reviewed, organized, and filed office documents and leases.
- Assisted in managing crews during tenant turnovers (cleaners, maintenance, painters, etc.).
- Required strict time-management to make sure units were move-in ready on time.
- Enabled me to be a self-starter.

EDUCATION AND PROFESSIONAL CERTIFICATIONS

Two Roads Charter School | Arvada, CO January 2013 to May 2015
 General — Graduated/diploma
Metro State University | Denver, CO 2 years completed.