

## Summary of Qualifications

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Versatile and proactive Executive Assistant with over 15 years of experience supporting C-level executives in high-pressure environments. A quick learner with a proven ability to adapt to new ideas and procedures, prioritize competing demands, and deliver quality work on time. Recognized for exceptional organizational skills, initiative, and the ability to maintain composure while solving complex problems with professionalism and positivity.

- Produces quality work in a challenging environment
- Meets deadlines as well as client expectations for quality and accuracy
- Demonstrates commitment and ability to communicate professionally during stressful situations
- Maintains composure while resolving problems effectively and positively
- Maintains an elevated level of discretion and confidentiality
- Trusted to keep industry secrets and intellectual property
- Proficient in MS Office applications, OneDrive, SharePoint, DocuSign, Dropbox, Monday.com, Smartsheet, Calendly, Slack, Voxer, Trello, Concur, Fathom, Teams, Zoom, etc.

## Professional Experience

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[Dynamic Team Solutions](#) | Broomfield, Colorado

February 2023 - present

*Executive Assistant*

Providing support to CEO and DOO:

- Created and manages the CRM system (Monday.com) for accurate data tracking and workflow management.
- Researches, applies for, and tracks speaker opportunities; oversees logistics when booked.
- Develops and executes monthly social media campaigns and bi-monthly newsletters.
- Facilitates Consultant onboarding, including bio updates and creation of training resources, ensuring smooth integration into the team.
- Drafts and manages documents, proposals, and internal team communications.
- Maintains regular correspondence with clients and prospects via email, calls, and mailings.
- Organizes networking events and nurtures key relationships
- Ensures all executive projects and timelines are effectively managed.
- Schedules meetings, responds to emails on the executive's behalf, and provides preparations for meetings.
- Conducts research and outreach for podcasts and book awards.
- Engages with the CEO and team, manages client communications, and ensures seamless interactions.
- Monitors and oversees book sale distribution and KDP processes.

[Etana Custody](#) | Denver, Colorado

June 2022 – February 2023

*Executive Assistant*

Providing support to CEO and CAO:

**Executive Assistant:**

- A Strategic Business Partner to collect datasets from Dept Heads, and plugs into KPI Dashboard for CEO
- Worked closely with C-Suite on a wide variety of high-level projects such as completing and filing application for Money Transfer Licenses
- Provided heavy, real-time scheduling support by booking appointments, scheduling, and preventing conflicts, anticipate needs for each meeting
- Recorded minutes for Board meetings and other assigned ad hoc

**Point of contact as Onboarding/Human Resources:**

- Trained in ADP, BambooHR, and JazzHR, as backup; Appointed main contact after HR was released from company
- Posted ad hoc announcements and planning monthly celebrations for Anniversaries and Birthdays
- Wrote job descriptions, brands, posts, tracks, and follows up, as needed
- Ensured NDAs are obtained, and vaccination records collected before interviews
- Reformatted Onboarding PPT deck to each new hire's specific position
- Handled communications with ADP regarding Form 5500s, state taxes, and retirement services

# Sally Edwards

[Anderson Farms](#) | Erie, Colorado

July '19 – June 2022

*Office Assistant/Project Manager/Onboarding*

Providing administrative support to the Operations Manager:

**Project Manager:**

- Contacting, scheduling, and issuing contracts for all Live Entertainment
- Researching, comparing, and ordering, all merchandise and marketing for the haunted attraction
- Creation of and edits to 67 Standard Operating Procedures; setting new brand standards
- Creation and implementation of all projects through SmartSheets (2019-2020) and Monday.com (2021)
- Research, implementation, and ongoing use for the Lost and Found application added to website

**Point of contact as Onboarding/Human Resources:**

- Completion and submission of all Unemployment forms as well as Workers' comp claims
- Onboarded, signed, and verified all new hire/rehire paperwork between 500-800 folks each season (2019-2021)
- Trained in Kronos (Portal), Constant Contact, and 7shifts to add/update all personnel as well as sent a variety of communications

**Ticket Booth Supervisor (2019):**

- Trained in Aluvii and Interactive Ticketing (Ops. Mgr. changed ticketing systems in the middle of 2019 busy season)
- Assisted with refunds and calls from customers
- Trained on MIMO (money in money out) device
- Assisted with end of night close out and deposits

[Reliant Post-Acute Care Solutions](#) (a/k/a Reliant Rehabilitation) | Plano, Texas

April '17 – January '19

*Executive / Legal Assistant (worked remotely)*

Provided high level support to the Chief Executive Officer and his Senior Leadership Team:

- Scheduled a large volume of meetings and weekly travel encompassing multiple time zones
- Formatted, proofed, and distributed Board of Directors, budget, and bank presentations

Assisted the Vice President Legal Affairs & Dispute Resolution and the General Counsel:

- Abstracted over 20 years' worth of agreements for data migration into new contract management system
- Renamed over 3,000 electronic files and folders using a specific naming convention

Customer Relationship Management (CRM) Project Manager for the Chief Strategy, Clinical and Compliance Officer:

- In-depth research and familiarization of industry standards and related matters
- Assisted with development of, updates to and distributed of Customer Profiles; forecasted meeting dates
- Worked with Regional VPs and Operations to gather data, produce, and publish customer presentations

[Barings Multifamily Capital LLC](#) (fka ACRE Capital LLC.) | Plano, Texas

March '16 – April '17

*Executive Assistant*

Provided support to the EVP, Managing Director of Servicing and Asset Management:

- Assisted with compilation of loan documentation for Fannie Mae/Freddie Mac audits (in-depth research)
- Collaborated with multiple functions to restructure the insurance department processes
- Assisted with operational push of insurance requirements and supporting documents of loans to shared directory

Provided support to the Managing Director of Corporate Compliance:

- Setup analytics and performed monthly/quarterly network and third-party system access reviews
- Rebranded company policies and procedures
- Setup analytics and maintenance of corporate compliance training tracking

Provided administrative support to Chief Financial Officer and General Counsel:

- Scheduled meetings encompassing multiple time zones; coordinated travel arrangements
- Contacted attorneys for unbilled hours; gathered Certificates of Good Standing
- Processed invoices and expense reports for legal department

# Sally Edwards

[Dark Hour Productions, LLC](#) | Plano, Texas

August '13 to Sept. '15

*Executive Assistant / Marketing / Human Resources*

Provided a high-level support to the Owner and COO of a professional, multimillion-dollar year-round attraction.

Created the structure for and continued the management of the ticket booth including 4 cashiers, 2 VIP Hostesses, and 2 cashiers for the merchandise and concessions stands

[Deloitte Services LP](#) | Dallas, Texas

September '08 to August '13

*Executive Assistant*

Provided support to 4 Partners, 2 top-level Partners in the Mid-America National Professional Practice Directors, 1 partner and a senior manager in the Regional Compliance Office.

Functioned as Liaison for our national office by providing support for the Public Company Accounting Oversight Board (PCAOB) inspections, internal and peer reviews

[Deloitte Services LP](#) | Dallas, Texas

October '07 to June '08

*Senior Document Specialist*

[PriceWaterhouseCoopers](#) | Dallas, Texas

October '04 to October '07

*Word Processor*

**Letters of recommendation are available upon request.**