

Niki Soderquist
Executive Assistant

34W573A Roosevelt Ave. | St. Charles, IL 60174 | 630-347-8191 | Email: nsodie@gmail.com

Qualifications and Skills

- Accomplished executive assistant and office manager with diversified experience
- Effectively and professionally interacts with all levels of staff, executives, vendors and business partners while maintaining discretion and confidentiality
- Proficient user of MS Word, Excel, PowerPoint, Access; experienced user of AS400, PeopleSoft, Visio and SharePoint, quickly learn and master new technology as required

Experience

Executive Assistant, 2007 to 2010 | Pepsi Beverages Company | Schaumburg, IL

- Provided administrative support to VP, Director and group staff at Corporate Business Unit consisting of Accounting, Financial Reporting, Fixed Assets, Compliance and ERG
- Coordinated all domestic/international travel, and act as liaison for business partners worldwide
- Maintained calendar and timekeeping of hourly, salaried and contract employees
- Coordinated conferences, meetings and events of all sizes and within all levels of the organization, for both internal and external events including charitable events
- Designed, tested and implemented an application to replace dated reporting process of almost 500 P&L reports, which reduced man hours by 200% and eliminated overtime costs
- Prepared and tracked all department expenses, recommending lowest cost alternative
- Assist with annual budget
- Reconciled and coded all department bills and invoices
- Actively lead and participated in all board administrative activities related to women's employee resource group in addition to regularly assigned duties
- Designed and maintained SharePoint websites for 5 groups, including ERG
- Organized and executed celebrations, group activities and meals for 5 groups

Supervisor, 2005 to 2006 | KB Home Treasure Coast LLC | Vero Beach, FL

- Managed customer service office operations of 4 direct reports at the division level
- Assisted department Director and division Executive Vice President
- Designed service development plans and conducted operation assessments
- Reduced percentage of warranty claims below corporate measurements
- Developed and managed division homeowner workshop project
- Directed recruitment and retention of department employees
- Formulated, wrote and implemented new employee orientation manuals
- Trained, supervised and evaluated staff; coached improvement management skills
- Resulted in multilateral staff achievement of work objectives
- Successfully refined and implemented new projects

Customer Relations Coordinator, 2005 | KB Home Treasure Coast LLC | Vero Beach, FL

- Successfully established new Customer Satisfaction Index initiatives
- Developed and implemented innovative approaches to increase customer satisfaction and referrals
- Reorganized survey processes to improve data resulting in greater CSI
- Managed and developed over 150 employees on CSI initiatives and responsibilities
- Counseled clients and directed employees on methods to increase customer satisfaction

Sales and CSR, 2002 to 2004 | Weiss Research Inc. | Jupiter, FL

- Sold publication subscriptions for a Financial Services Company
- Provided account management and retention to clients of print services

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CSR Member Services, 2001 to 2002 | SBWA Local 125 | Juno Beach, FL

- Enrolled and serviced members of group health insurance through local union office
- Provided updates regarding claim status in high call volume environment

CSR and Lead Dispatcher, 2000 | Buckeye Plumbing LLC | Royal Palm Beach, FL

- Key holder responsibilities, which included daily reporting and GPS tracking
- Triaged service and warranty calls for geographically large plumbing organization
- Managed multiple technicians schedules and dispatched calls
- Interacted with all departments and levels of the organization to complete service tickets

Front Desk Reception, 1998 | North Suburban Dermatology Associates | Gurnee, IL

- Greeted and scheduled patients for multiple physician office
- Collected demographic and financial information and maintained electronic and paper records
- Interviewed patient for doctor and charted the visit
- Maintained exam/treatment rooms
- Sterilized instruments
- Backed up check out desk and collected monies due as required

Honors & Awards

Nominated for 50 Driven employees, Fall 2009

Employee of the Month, November 2005

Education

Some Coursework completed, AAS, Registered Nursing, College of Lake County