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PERSONAL ASSISTANT

MICHELLE WILLIAMS

**EDUCATION**

**EMPLOYMENT HISTORY**

Address: New Jersey, USA

Telephone: + (01) 234 567 890

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**SKILLS**

PROFESSIONAL

*CUSTOMER SERVICE*

*EXCELLENT COMMUNICATION*

*TIME MANAGEMENT*

*FRONT OF HOUSE MANAGEMENT*

*EXECUTIVE PRESENTATIONS*

TECHNICAL

*MS OFFICE*

*SPEED TYPING (100 wpm)*

*POWERPOINT PRESENTATIONS*

*SALESFORCE*

*GOOGLE DOCS / DRIVE*

BUSINESS – 2.1 BA (Hons)

*2002 – 2006*

*University of Bristol*

A-LEVELS – ENGLISH (A) | LAW (A) | DESIGN (B)

*2000 – 2002*

*Brighton College*

GCSEs – Achieved 9 - (A to C)

*1995 – 2000*

*Brighton High School*

**CONTACT INFO**

**PROFILE STATEMENT**

I am an organised, creative and highly efficient Personal Assistant capable of liaising with executives at all levels. Thriving within a high pressure, deadline driven environments I love the challenges that running a smooth operation brings and am always looking for ways to improve and enhance processes.

CARLA & STONE | Personal Assistant / PA

*NEW YORK / March 2015 - Present*

Supporting the Chief Executive and Divisional Chairman I am responsible for full administrative duties across both personnel. This includes attending and drafting minutes at meetings; organising hospitality; ordering supplies; diary management; managing the database of all key stakeholders; assisting in the delivery of ad hoc projects and more.

* Re-organised the stakeholder database improving efficiency by 30%;
* Introduced new company policies which led to significant cost savings;
* Recruited and managed a team of 5 Administrators and a Receptionist;
* Budgetary control and responsibility over specific administration projects.

JAMES SIMPSON INC | Receptionist (FoH)

*NEW YORK / December 2013 – February 2015*

Supporting the Office Manager I worked a Front of House (FoH) role at this busy fashion boutique in downtown Manhattan. Initially hired on a maternity cover contract I soon became a permanent employee and took on additional responsibilities and ownership of the role which included: Managing the front reception desk; handling all incoming calls; basic IT / Telecoms support; guest hospitality and much.

* Introduced guidelines and policies which improved service and department quality;
* Made recommendations to the Senior Management team which were adopted;
* Awarded Employee of the Month 2 times.