

Lisa Romero

Executive Assistant

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LinkedIn • Perry Hall, MD

Resourceful, energetic, and adaptable executive assistant with experience delivering outstanding high level administrative support, managing complex calendars, and delivering quality customer service in demanding environments. Possessing excellent organizational, attention to detail, and communication skills with an ability to use discretion and maintain confidentiality while working independently and collaborating across teams. Demonstrated experience monitoring productivity, finances, logistics, and maintaining records. Proven history of efficiently prioritizing and overseeing multiple projects and serving as support to management in collaborative, fast-paced settings while implementing modifications to improve process effectiveness.

Areas of Expertise

- Business Operations
- Administrative Duties
- Financial Reporting
- Account Management
- Customer Service
- Travel Arrangements
- QuickBooks
- Microsoft Office Suite
- Communication

Professional Experience

Lisa Yolanda, Baltimore, MD
Executive Assistant

03/2020 – Present

Execute high-level administrative support to premier clients using excellent organizational, interpersonal, and attention to detail. Organize and oversee personal and business calendars and complex schedules for prominent individuals using professional mindset and utmost discretion. Proactively research multiple options for travel, events and logistics, and present vetted options applying concise communication, skilled judgement, and attention to detail. Monitoring finances, expense reporting, financial statements, maintain tax records, and payroll for multiple employees. Overseeing confidential filings, calendars, databases, correspondence, travel arrangements, and vendor relationships. Field phone calls and email correspondence, and provide detailed updates to clients using strong communication and service-oriented mindset.

- Oversee a team of 11 staff members and serve as the main point of contact for client inquires.
- Secured financing for 3 major businesses and properties and am currently advancing funding for additional commercial venture.

WESTECH Environmental Services, Helena, MT
Office Manager

04/2006 – 09/2018

Directed high-level administrative support, including complex calendar management, presentations and correspondence, and expense reporting while consistently meeting deadlines using attention to detail, organization, and communication skills. Collaborated with senior management and staff to lead multiple projects including establishing efficient workflow processes and administrative procedures while monitoring action items and providing status updates. Oversaw general accounting duties such as, expense and financial statement preparation and reporting, processing invoices, and assisted with audits using modern technology and processes. Recruited, hired, trained, and supervised staff and ensured accurate completion of all required paperwork and record filing using excellent team collaboration, leadership, and management skills. Conducted administrative duties such as benefits administration, personnel processes, and organized trainings and events. Facilitated customers with inquires using excellent communication and customer service skills.

- Established work flow processes for sending expense invoices increasing payment turn-around times.
- Designed spreadsheets and expense statements saving resources for end of year financial reviews using technical savvy and management skills.

Oversaw execution of administrative, performance, and operational goals focused in the areas of service, quality, cost and growth. Independently conducted essential administrative duties such as payroll, expense management, equipment and vendor support, resource scheduling, and daily briefing and reporting. Updated management on status and directed inquires accurately. Performed research, prepared reports, created event presentations, and maintained procedures using excellent leadership, management, and attention to detail skills. Collaborated effectively with cross-functional teams ensuring operational and customer service excellence. Led people management, training, and development demonstrating a disciplined approach to recruiting, training, coaching, performance management and retention. Implemented and maintained compliance with all corporate programs and policies driving accountability by coaching team members.

- Accelerated sales by 12% in first year of management and maintained consistent 10% growth rate annually.
- Standardized accounts receivable processing decreasing outstanding accounts from 75K to 12K.