

# ROBIN L. BOYD

Cypress, Texas

[www.linkedin.com/pub/robin-boyd/2b/413/849](http://www.linkedin.com/pub/robin-boyd/2b/413/849)

224.733.4172

boyd-robin@att.net

## SENIOR EXECUTIVE ASSISTANT

Office Manager / Administrator / Bookkeeper Manager / Personal Assistant / Junior Project Manager

Accomplished **Professional with Management Degree** and extensive experience in facilitating and managing executive offices and human resource functions for C-level and senior executives in diverse, fast-paced environments; Expert in office and calendar management, event and project management planning, invoice management and managing travel logistics for over 60 domestic and international trips in a one year period. Known as an exceptional team player with demonstrated success in communicating across all department levels handling confidential information and managing multiple projects to manage the needs of organization and employees. Recognized for organizing, multi-tasking and streamlining process and cost - saving strategies that contributed to 1.5 million savings in operational cost.

### Areas of Expertise:

Executive Office Management	Calendar Management	Travel Management
Expense Management	Project Management	Payroll & Benefits
Meeting Management	Recruiting & Onboarding	Training & Facilitation
Document Management	Contract Administration	Purchasing & Procurement
Virtual Assistant	Customer Support Specialist	Technical Specialist

## PROFESSIONAL EXPERIENCE

**ONE STOP RESOURCES**, United States  
**Self-Owned Business – Owner**

**1/2005 – Current**

**Jadababe Entertainment**, Personal Assistant & Business Manager to CEO

**BB Elite / Betty's Daycare/Diane**, Personal Business Analyst

**Randstad Pharma**, Executive Assistant (Project Coordinator) to Vice President of Center of Excellence

**Dynamic Investment LLC**, Business Manager to President

**Randstad Work Solutions**, Executive Assistant to CEO and Executive Director of Healthcare Certification Company

**West Corporation**, Executive Assistant to President of Life Fitness Company

**Concentrix**, Virtual (Work At Home) Product Technical Specialist

Established a self-owned business; providing administrative and consulting support to small business & entrepreneurs. Served in management roles to provide administrative consulting, customer-service and virtual assistance support to small businesses, non-profit organizations, independent agencies, and entrepreneurs; Cultivated and maintained client relationships by meeting with owners and department leads to discuss expectations and deliver quality support and client deliverables; Served external clients and contracting with agencies to execute strategies for business development and higher profit.

- Served as an analyst for a non-profit organization to provide support in web design and consulting services. Project scope included designing websites, managing deliverables and completing task to meet milestones; Created marketing campaigns to promote and generate business; Managed social media and analytics;
- Collaborated with clients to provide strategic ideas to develop business initiatives; increased productivity by providing administrative and analytical support to the owner; coordinated activities to identify specific criteria for major deliverables; evaluated business requirements to develop a platform to run an effective business; participated and managed meeting logistics and financial records for large meetings.
- Served as a consultant on client site to provide clinical research and consulting services to and on behalf of Randstad Pharma serving as Executive Assistant & Project Coordinator to the Global Center of Excellence team. Project scope included coordinating meetings, tracking deliverables, posting documents, and planning activities for upcoming milestones. Increased productivity by providing administrative support - PM in nature; worked with project managers on key submission projects that aid in day-to-day project activities; Facilitated and hosted project meetings, Managed complex executive calendar and international travel arrangements.
- Generated net profits by preparing and authoring parent handbook for clients to register, on board new students; directed activities through vendors, and contracting agencies, coordinating jobs for clients, delivering on client goals and objectives to generate revenue. Directed Dynamic Investment Group LLC with initiating all start up activities; including registering organization with state and establishing law for operation manuals.

**ADVANTAGE**, Abilene, Texas

**2015 – 2016**

**Whitten Law Firm – Bookkeeping Manager**

Worked as a Bookkeeper/Office Manager in a law firm; Project scope included managing the day-to-day operations of bookkeeping functions. Project scope was to increase productivity by managing office finances and reporting tasks.

- Provided office and analytical support to attorneys; Maintained efficient operations in the bookkeeping office; managing accurate payroll and attendance records for employees; managing accounts receivables, bank deposits, account reconciliations, account analysis, credit card payments, county payments, account payables, vendor relations, employee benefits and onboarding new hires.

**BAXTER INTERNATIONAL INC.**, Deerfield, IL

**2011 – 2014**

**Senior Executive Assistant**, Senior Director

Provided executive support to senior level executives who created product brand and delivered medical consulting to Field Sales Team; Managed and organized department activities simultaneously - including managing logistics for department meetings, complex calendars, speaker registrations and travel itineraries for over 60 trips annually; managed contracts, ad hoc reports, onboarding new hires and purchasing/procurement.

- Established productive environment by using time management and planning skills to prioritize, organize and make independent decisions on behalf of the Senior Executive relating to his calendar, meeting activities and deliverables. Prepared and managed confidential correspondence and complex presentations. Streamlined processes by providing structure, organization, and leadership when serving as liaison to 5 Senior Level Executives; collecting, and analyzing data to provide critical input, identifying problems and providing possible resolutions, resulting in management changes and process improvements.
- Implemented department resources and executing processes, managing department meetings, agendas, notes, and planning activities through developing a meeting workspace that provided a “one-stop shop” for meeting materials. Compiled and distributed meeting materials. Developed an efficient purchasing process and resource tool for managing and documenting vendor contracts and invoices through a SharePoint Site Library; eliminated duplicate payments and provided shared resources to assist in contract negotiations.
- Provided project coordination to consultants in a start-up initiative to diversify products and services, participating in creating a vision, penetrating strategies and tactics to develop and drive project activities. Collected and aligned project information to assist project team with managing project deliverables and goals; managed all phases of project reporting and invoice management, including planning meetings, managing agendas, action items, project timelines, and deliverables, such as welcome letters, tracking log, customer ordering websites, SharePoint sites, and company websites.
- Managed the collection of data and planning activities for development and implementation of company products. Worked with cross-functional teams to estimate project levels and resource requirements; Prepared project plans, schedules, and budgets using project management tools; Directed project execution by assigning, tracking project schedules/deliverables, identifying risk, developing contingency plans and quality standards by using standard methodologies and SQA to develop and execute project plan.

**SANDRIDGE SCHOOL**, Chicago Heights, IL – District Bookkeeper & Admin to Superintendent

**2006 – 2008**

**SPRINT**, Rosemont, IL - Executive Administrative Assistant II, Area Vice President of Sales

**2001 – 2004**

**CAP GEMINI ERNST & YOUNG LLP**, Rosemont, IL– Sr. Administrative Assistant to COO & Partners

**1998 – 2001**

**ERNST & YOUNG LLP**, Rosemont & Chicago, IL - Administrative Assistant, HR Recruiting Department

**1997 – 1998**

**EDUCATION AND PROFESSIONAL DEVELOPMENT**

**MBA**, University of Phoenix, Phoenix, AZ (In Progress)

**BS**, Management, University of Phoenix, Phoenix, AZ

**AA** and Certificate, Management & Supervision, Joliet Junior College, Joliet, IL

Certification, Management & Supervision, Joliet College, Joliet, IL

Secretarial WP Certificate, Taylor Business Institute, Chicago, IL

Completed 35 PDU credit, Insight 2 Project Management, Deerfield, IL

Certification, Basic Facilitation & Training at Baxter, Deerfield, IL

*Note: Gaps in employment are due to periods of performing contract work with my own business*