

EXECUTIVE SUMMARY

An **executive assistant** capable of enabling the effectiveness of leaders. A positive, well-educated professional with experience in the real estate, energy, and health and wellness sectors who thrives in fast-paced environments requiring a high degree of organization, tact with sensitive information and situations, and problem-solving ability.

FUNCTIONAL EXPERTISE

- **Executive Support and Scheduling**
- **Office Administration and Organization**
- **Compliance Management**
- **Handling Confidential Information**
- **Managing Client Relationships**
- **Reporting and Decision Support**

FUNCTIONAL EXPERTISE DEMONSTRATED

BBFR REALTY

September 2018 – Present

A diversified holding company with ~200 employees and 52 entities and interests in oilfield services, residential and commercial real estate, and the Green Oaks Golf Club in Dallas, Texas.

Executive Assistant to James B. Jones, Chairman and CEO

Oversees management of the executive headquarters (mail, supplies, ad hoc assistance, etc.), delegates and tracks administrative projects, and supports Mr. Jones as needed.

- **Executive Support and Scheduling:** Leads on-call professional and personal support for the Chairman and CEO. Facilitates a rigorous meeting schedule by maintaining Mr. Jones's calendar and researching and drafting briefings for Mr. Jones prior to C-level meetings. Organizes 10+ regional and international trips per month, procuring all accommodation, logistics, and local personnel services.
- **Office Administration and Organization:** Leads multiple projects at the Headquarters, including the creation of the Firm's website, office design and logistics, and branding for inter-company communication. Maintains the Firm's org chart and supports HR, co-chairing the first-round selection committee for new hires.
- **Handling Confidential Information:** Supports Mr. Jones during sensitive professional situations involving senior-level multimillion dollar contracts, C-level relationships, and senior-level HR decisions. Enables the CEO to successfully manage a high volume of projects by reading and prioritizing all incoming communication. Drafts 150+ letters, emails, and legal documents weekly for Mr. Jones.

COLORADO NEUROREHAB CENTER

August 2017 – September 2018

A nonprofit specialized treatment facility with ~300 employees providing complex medical and brain injury rehab, chemical dependency treatment for adults, and neuropsychiatric treatment for youth.

Adolescent Treatment Technician

Provides treatment services for clients and their families in a variety of modalities within treatment frameworks provided by the State of Colorado and the American Counseling Association (ACA).

- **Office Administration and Organization:** Drafting and filing formal documentation for ~80 client events per week, recording details of interactions in the Organization's ERP system and filing physical copies appropriately for audit, insurance, and other record keeping purposes. Successfully working with a variety of public institutions, including the Department of Family and Protective Services (DFPS) and others, to file reports mandated by State and Federal laws.
- **Compliance Management:** Synthesizes patients' medical histories, professional observations, and research

on known conditions to formulate diagnostic and statistical manual (DSM)-compliant diagnoses for ~8 cases and 6 treatment groups simultaneously, informing the clients' qualification for insurance benefits.

- **Handling Confidential Information:** Navigates the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the American Counseling Association (ACA)'s communications guidelines as they pertain to extremely confidential information (e.g. substance abuse, suicide attempts, domestic violence).
- **Managing Client Relationships:** Managing benefits administration for ~8 cases simultaneously, acting as liaison between clients, their families, and insurance claims adjusters to complete benefits authorizations.

ROCK YOUR LIFE

August 2015 – September 2017

A physical, mental, and spiritual training organization with 11 employees and ~\$300,000 in annual revenues.

Office Manager/Communications Manager

Managing the collection, editing, and transmission of client communications through various channels, including via email, through social media, and through the Organization's website.

- **Office Administration and Organization:** Enhances the quality of Company communications by supporting assertions and theories drafted for Company newsletters, journals, etc. with references to relevant scientific, social science, and other studies/papers published in peer-reviewed journals.
- **Managing Client Relationships:** Successfully owns the digital presence of the Organization on various social media and other digital platforms, increasing engagement and community count. E.g. increased community size on Twitter by 400% in 4 months. Successful management of the Organization's CRM system, including its referral tracking/management platform *Monarch Money*.
- **Reporting and Decision Support:** Provides regular reports (~4/mo.) to Company leadership on key performance indicators (KPIs) related to company communications, including presentations and other contributions to leadership meetings.

EDUCATION

Master of Arts (Couple and Family Counseling) 3.96/4.0 GPA. University of Texas at Austin (Austin, TX)

Bachelor of Science (Food Science & Human Nutrition). Texas State University (San Marcos, TX)

OTHER RELEVANT INFORMATION

Computer skills: MS Office Suite, Mac iWork Suite, Wordpress, Twitter, Facebook. Typing at ~85 WPM.

Other Awards/Achievements: Dean's Leadership Council Member, Texas State University (2015)

Other Languages Spoken: French (Intermediate).

Interests: Health and wellness—especially yoga and nutrition.