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JOHN HLOOM

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Quality-driven administrative professional who is very competent forming a positive bond and effective working relationships with senior level executives.Excellent preparation and strong oral and written communication skills at all levels of an organization.Extremely professional self-presentation, with a high level of etiquette, diplomacy, and attention to detail.Extremely well-organized – with a track record of continuously improving quality, efficiency, and productivity.Maintains a state of the art understanding of corporate needs and trends, business organization and processes, and coordination of events and projects.

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| --- | --- | --- |
| Core Competencies | | |
| * Senior Executive Support * Travel Arrangements * Relationship Development | * Preparing Presentations * Department Collaborations * Budgets/Expense Reports | * Meeting/Event Planning * Policy and Procedure * Confidentiality |

## Technical Summary

Microsoft Office Suite (Outlook, Word, Excel, PowerPoint) Internet Research; Ariba; Concur; Light Steno

# EXPERIENCE

INTERNATIONAL GROUP, INC. 1990-2014

Senior Executive Assistant to Head of Strategic Business Expansion (2012-2014)

Vital in executing high level, complex, diversified, and confidential administrative duties for the Head of Strategic Business Expansion and his Global Consumer Insurance leadership team, frequently requiring the exercise of independent judgment and initiative.Continually developed complex daily support initiatives for global direct reports from the U.S., Brazil, Columbia, Mexico, and Turkey.Built long-term strategic customer and staff relationships to achieve organizational management. Areas of accountability included: multifaceted calendar management; domestic and international itinerary planning; screening and handling telephone communications; initiating routine and non-routine correspondence; prioritizing mail and email; responding to information requests; special projects and reviewing/editing written communication.

* Active Global Travel Support: Supported a high pressure executive schedule – requiring use of maximum efficiency and competence in fulfilling travel arrangements for all over the world.
* Diverse Collaborations: Established effective interpersonal and diplomatic skills requiring the ability to interface with internal and external counterparts (domestic and international) while building relationships with tact, professionalism, and a polished corporate demeanor.
* Line of Contact: Acted as the “Gatekeeper” due to being the most well-informed liaison on behalf of the Executive in communicating with all contacts.

Senior Executive Assistant to President of Consumer Lines /Head of Global Consumer Distribution (2009-2012)

Promoted to provide multiple functions, in increasing levels of responsibility and decision level, supporting the smooth and effective day-to-day management for the President of Consumer Lines Division/Head of Global Consumer Distribution. Coordinated high volume of travel and prepared expense accounts in compliance with corporate policy. Managed contract management and personnel records.Supported activities of direct reports coming in from the U.S., Europe, Far East, Southeast Asia, and United Arab Emirates.Worked through technical, scheduling, and communication issues to keep projects on track.

* Corporate Resource: Known as the “go-to” person on behalf of the Executive to ensure the Executive’s high-volume range of intricate senior-level executive meetings, phone calls (often recurring-domestic and international) and other events are on point.

Executive Assistant to Vice President of International and Corporate Affairs (1994-2009)

Scheduled a high volume of meetings, while synchronizing very demanding and complex schedules for the Vice President of International and Corporate Affairs.Planned offsite meetings and special events.Produced effective materials for meetings and conferences.Maintained a constant communication connection with internal and external counterparts. Created, composed and edited documents. Ensured corporate policies and procedures were followed rigorously at all times. Negotiated favorable terms and pricing agreements for various events, working closely with vendors, caterers, and service providers.

* Affiliation Management: Assisted in the coordination and maintenance of the external philanthropic activities/events for the Chairman & CEO while acting as the liaison with the philanthropic organizations and their staff.
* Relationship Development: Established techniques and a personal style of communication, education, and motivation that were critical to success of forming relationships with the staff of many major corporations and political offices.

Executive Assistant to President of Australia Division (1990-1994)

Provided creativity and resource management to maintain and expand quality executive support offerings encompassing 12 County Managers in the Far East, Southeast Asia, and Australia. Oversaw business functions and coordinated workflow throughout the department. Worked with appropriate agencies to ensure maximum value/savings for airline tickets, hotel accommodations and meeting facilities.

* Industry Trends and Updates: During tenure continually upgraded knowledge of the latest technology – on a rapid and continuous ‘learning curve’.

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