

Nhung Jollie

Senior Executive Assistant

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☎ (144) 274-9304
📍 1234 Main Street, Wilmington, DE 19801

EDUCATION

Bachelor of Business Administration in Executive Assistance at University of Delaware, Newark, DE

Aug 2013 - May 2018
Relevant Coursework: Business Communication, Office Management, Event Planning, Project Management, Human Resources, Financial Accounting, Marketing, Administrative Procedures, and Business Ethics.

LINKS

[linkedin.com/in/nhungjollie](https://www.linkedin.com/in/nhungjollie)

SKILLS

- Multitasking
- Time-management
- Microsoft Office
- Salesforce proficiency
- Conflict resolution
- Budgeting
- Event coordination

LANGUAGES

- English
- German

HOBBIES

Gardening

PROFILE

Results-driven Senior Executive Assistant with 5 years of experience providing top-notch support to C-suite executives. Demonstrated expertise in managing complex schedules, coordinating domestic and international travel, and organizing high-level meetings. Adept at streamlining office operations, improving efficiency, and implementing cost-saving measures. Proven ability to maintain utmost confidentiality while effectively liaising with cross-functional teams. Strong communication and interpersonal skills, with a focus on providing exceptional service to both internal and external stakeholders.

EMPLOYMENT HISTORY

- Senior Executive Assistant at DuPont, DE**
Apr 2023 - Present
 - Successfully managed a team of 5 administrative assistants, increasing overall productivity by 30% and reducing expenses by 10% over a 2-year period.
 - Streamlined the executive travel process, resulting in a 20% reduction in travel costs and a 15% improvement in travel logistics efficiency for a group of 10 executives.
 - Implemented a new meeting management system that led to a 25% increase in on-time meeting starts and a 35% reduction in scheduling conflicts for the senior leadership team.
- Executive Assistant at JPMorgan Chase, DE**
Jul 2018 - Feb 2023
 - Successfully coordinated and executed over 50 high-level executive meetings and events within a year, ensuring seamless communication and logistics for all attendees, including C-suite executives and external stakeholders.
 - Streamlined office processes and procedures, resulting in a 30% increase in efficiency and a 20% reduction in administrative costs, by implementing new scheduling and document management systems.
 - Spearheaded a company-wide initiative to improve employee engagement and satisfaction, leading to a 15% increase in overall employee retention rates within the DE office.

CERTIFICATES

Certified Administrative Professional (CAP)
Jan 2022

Certified Executive Assistant Specialist (CEAS)
Oct 2020

MEMBERSHIPS

- International Association of Administrative Professionals (IAAP)
- Executive Assistants Organization (EAO)