



Cordelia Ashworth

Executive Assistant

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- Detail-oriented professional with 4+ years of administrative experience supporting senior management across diverse industries
- Proven track record of streamlining executive operations, managing complex calendars across multiple time zones, and maintaining strict confidentiality
- Skilled in anticipating executive needs, coordinating high-level meetings, and serving as diplomatic liaison between stakeholders

WORK EXPERIENCE

Meridian Financial Services

March 2022 - Present

Administrative Coordinator

- Streamlined executive communication by managing 200+ daily emails for 2 senior partners, reducing response time by 45%
- Coordinated complex travel arrangements across 6 time zones, achieving zero scheduling conflicts over 24 months while managing \$85,000 annual travel budget
- Developed comprehensive meeting preparation protocols that reduced executive prep time by 30% and improved meeting efficiency ratings to 96%
- Managed highly confidential client information and board materials requiring extreme discretion and secure handling protocols
- Created digital filing system that improved document retrieval time by 65%, saving 8 hours weekly across the executive team

Pinnacle Marketing Group

June 2020 - February 2022

Office Operations Specialist

- Supported 3 department heads by managing calendars, coordinating meetings, and preparing executive presentations for 150+ person company
- Redesigned expense reporting system, reducing processing time from 5 days to 24 hours and improving accuracy by 40%
- Served as primary point of contact for high-value clients, maintaining 98% satisfaction rate through diplomatic communication and proactive problem-solving
- Coordinated quarterly board meetings for 25+ attendees, managing logistics, catering, and confidential materials distribution
- Implemented new vendor management system that reduced administrative overhead by 25% and improved invoice processing efficiency

Premier Retail Solutions

August 2019 - May 2020

Customer Service Lead

- Led team of 8 customer service representatives while maintaining personal caseload of 50+ complex client accounts
- Developed training protocols that reduced new employee onboarding time by 35% and improved customer satisfaction scores to 94%
- Managed inventory tracking system for 2,000+ products, maintaining 99.5% accuracy rate and preventing stockout situations
- Resolved escalated customer complaints with 95% first-call resolution rate, demonstrating strong conflict resolution and diplomatic communication skills

SKILLS

Microsoft Office Suite: Excel (Advanced – VLOOKUPs, Pivot Tables, Macros), PowerPoint (Expert), Word (Advanced), Outlook (Expert)

Calendar Management: Outlook Calendar, Google Workspace, Calendly integration, cross-timezone scheduling

Travel Coordination: Concur, Egencia, international visa processing, corporate travel policy management

Communication Tools: Slack, Microsoft Teams, Zoom administration, WebEx, conference call coordination

Database Management: Salesforce CRM, SharePoint, document management systems, data entry and analysis

EDUCATION

University of Colorado Denver

May 2019

Bachelor of Arts in Business Communications

- **GPA:** 3.6/4.0
- **Relevant Coursework:** Business Writing, Organizational Communication, Project Management, Professional Ethics
- **Activities:** Secretary, Business Student Association; Event Coordinator, Professional Development Club

CERTIFICATIONS

Microsoft Office Specialist (MOS) – Excel Expert

2023

Microsoft

Executive Assistant Fundamentals Certificate

2024

LinkedIn Learning

Advanced Business Writing

2023

University of Colorado Continuing Education

Project Management Essentials

2022

Coursera

HONORS

Employee Excellence Award

2023, 2024

Meridian Financial Services

Recognized for outstanding organizational skills and proactive executive support

"Above and Beyond" Recognition

2021

Pinnacle Marketing Group

For developing expense system that saved 20+ hours monthly across departments

Dean's List

Fall 2018, Spring 2019

University of Colorado Denver

Achieved while working 25 hours/week as campus administrative assistant

Customer Service Excellence Award

2020

Premier Retail Solutions

For maintaining highest client satisfaction scores and leading team training initiatives

CORE COMPETENCIES

Executive Support

Anticipatory thinking, proactive problem-solving, strategic planning assistance

Communication

Diplomatic correspondence, stakeholder liaison, cross-cultural communication

Organization

Multi-priority management, deadline coordination, process optimization

Confidentiality

Sensitive information handling, discretionary judgment, secure document management

Project Coordination

Event planning, vendor management, budget oversight, timeline management

WRITING & COMMUNICATION EXPERIENCE

Contributing Writer

2022-Present

Meridian Financial Quarterly Newsletter

Interview executives and synthesize complex financial information into clear client communications reaching 3,000+ readers

Co-author

2023

"Executive Travel Guidelines" at Meridian Financial

Collaborated with senior partners to create comprehensive travel policy, reducing booking errors by 60%

Content Creator

2023-Present

LinkedIn Articles

Published 8 articles on executive support best practices and workplace organization, reaching 2,500+ professionals