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TECHNICAL PROFICIENCIES

Calendar & Communication Management

- Microsoft Outlook, Google Calendar, Calendly (synchronized across multiple time zones)
- Slack, Microsoft Teams, Zoom (hosted 300+ virtual meetings)
- WhatsApp Business, Signal (secure messaging)

Travel & Event Coordination

- Concur, TripIt Pro, Expensify
- Global Entry/TSA PreCheck processes
- Eventbrite, Cvent (event management)

Document & Data Management

- Microsoft Office Suite (Advanced), Google Workspace
- SharePoint, Dropbox Business, Adobe Acrobat Pro
- Salesforce, HubSpot (maintained 500+ contact database)
- DocuSign, HelloSign (digital signatures)

AWARDS & RECOGNITION

Excellence in Executive Support Award

Meridian Financial Group

2023

Recognized for implementing innovative calendar management system that increased executive productivity by 30%

Employee of the Quarter

Cordelia Blackwood

Personal Assistant

- Personal Assistant with 6 years supporting C-level executives in finance and technology sectors
- Managed complex international travel arrangements across 12 countries, achieving 98% on-time arrival rate
- Coordinated executive calendars across 4 time zones, reducing scheduling conflicts by 90%
- Implemented digital filing system that decreased document retrieval time by 65%
- Orchestrated 75+ high-stakes meetings and events, including board presentations and client dinners
- Maintained absolute discretion while handling confidential merger negotiations and strategic planning

WORK EXPERIENCE

Meridian Financial Group

2021-2024

Senior Personal Assistant to CEO

- Orchestrated complex calendar management for CEO overseeing 800+ employees, reducing scheduling conflicts by 90%
- Coordinated international travel arrangements across 12 countries, achieving 98% on-time arrival rate and reducing travel costs by 22%
- Managed confidential correspondence with board members, regulatory bodies, and Fortune 500 clients
- Streamlined meeting preparation process, saving 8 hours weekly through digital briefing packets and automated agenda distribution
- Developed comprehensive travel preference profiles, reducing last-minute arrangements by 85%
- Created quarterly relationship mapping system to track 300+ important contacts, resulting in zero missed key dates or anniversaries
- Coordinated 25+ board meetings and shareholder events with flawless execution

InnovateTech Solutions

2019-2021

Personal Assistant to Chief Technology Officer

- Supported CTO in fast-paced technology environment, managing schedules across 5 time zones
- Coordinated 40+ product launch events and technical conferences, managing budgets up to \$150,000
- Implemented proactive calendar blocking for focused work time, increasing executive productivity by 30%
- Managed vendor relationships for office operations, negotiating contracts that saved 18% annually
- Created standardized meeting templates and protocols adopted company-wide
- Handled sensitive intellectual property documentation with absolute confidentiality

InnovateTech Solutions

Q4 2020

Selected from 150+ employees for exceptional client relationship management during product launch

Perfect Attendance & Reliability Award

2019, 2021, 2022

Demonstrated unwavering commitment and dependability over multiple years

Pinnacle Consulting Group

2017-2019

Executive Administrative Assistant

- Provided administrative support to 3 senior partners in management consulting firm
- Coordinated client presentations and proposal meetings, contributing to 95% client retention rate
- Managed expense reporting with 100% accuracy over 2-year period
- Developed client communication protocols that improved response time by 40%
- Organized quarterly partner retreats for 15+ executives, managing all logistics and accommodations

CORE COMPETENCIES

Confidential Information Management

Cross-Cultural Communication

Crisis Management & Problem Solving

Vendor Negotiation & Relationship Management

Budget Management & Cost Control

Protocol & Business Etiquette

Anticipatory Planning & Risk Assessment

Stakeholder Relationship Management

EDUCATION & PROFESSIONAL DEVELOPMENT

Northwestern University

2017

Bachelor of Arts in Business Communications

- Relevant Coursework: Business Writing, Organizational Psychology, Public Relations
- Dean's List: Fall 2016, Spring 2017

CERTIFICATIONS

Certified Administrative Professional (CAP)

2022

International Association of Administrative Professionals

Advanced Microsoft Office Suite Certification

2023

Project Management Fundamentals

2023

PMI

Executive Protocol & Business Etiquette

2023

American Management Association

Advanced Time Management for Administrative Professionals

2022

Coursera

Confidentiality & Data Protection in Executive Support

2022

LinkedIn Learning

PROFESSIONAL CONTRIBUTIONS

Created Comprehensive Executive Travel Manual

2023

Developed 25-page guide adopted across organization, reducing travel planning time by 50%

Designed Crisis Communication Protocol

2022

Established emergency contact procedures used during COVID-19 transition to remote work

Contributor to IAAP Professional Development Blog

2022-2024

Published 8 articles on executive support best practices and digital organization tools