

# Denise Allen

Executive Assistant

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I am a dedicated Operational Administrative professional seeking full time, permanent employment where I will utilize my skills and expand my talents to grow within the company.

## SKILLS:

SalesForce      Microsoft  
Customer Service    Domo  
Bookkeeping      KeepBooks

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## PROFESSIONAL EXPERIENCE

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**Nov 2021-  
Current**      **SAGE Executive Assistants LLC  
Executive Assistants.**

- Screened calls and emails and initiated actions to respond to or direct messages to managers.
- Produced accurate office files, updated spreadsheets, and crafted presentations to support executives and boost team productivity.
- Developed and updated spreadsheets and databases to track, analyze and report on performance and sales data.

**Apr 2020-  
Current**      **Not Disclosed.  
Operational Support Supervisor.**

- Submitted compliance reports to district
- Reports directly to Branch/ District Manager
- Preparing client contracts
- Worked with superiors with new business strategies to increase revenue

**May 2017-  
Apr 2020**      **Not Disclosed.  
Staffing Support.**

- Perform daily compliance audits
- Ensure candidates on assignment are HR compliant
- Ran and submit reports to district.
- Sending, receiving and logging electronic documents via DocuSign
- Submitting Payroll/ Billing Adjustments
- Answering multi line phones and transferring to the appropriate person/ department
- Submitting candidate timesheets

**Sep 2015-  
Jul 2018**      **WaltBrown Co..  
Executive Assistant & Session Coordinator.**

Walt helps clients focus on doing the simple things savagely well. Getting trained by Gino Wickman in the EOS method in 2008, our focus is on being a world class implement facilitator of positive, productive human group, team, tribe dynamics; I focus on helping clients build profitable championship teams that are healthy and smart.

- Referral from President of Celito Communications
- Serves as main point of contact
- Acts as a remote Administrative Assistant/ Personal assistant duties
- Coordinates client sessions (monthly, quarterly and annually)
- Domestic travel arrangements (includes airline, car rentals, lodging)
- Weekly remote of revenue charts (12
- Exemplifies strong verbal and written communication skills
- Keep records of clients, location, session fees
- Responsible for sending out sessions agendas and invoices
- Personal meet and greets

**Julr 2014- May 2017 Celito Communications Office Assistant**

For over 17 years, Celito Communications has provided reliable internet services by offering a variety of business technology solutions, including internet, voice, data and consulting services. Our Raleigh-grown company was born while our founder was a senior at NC State here in Raleigh, NC to service the business market exclusively with end-to-end network & consulting solutions.

- Worked directly with VP and President and served as the point of contact for vendors (pest control, landscaping, maintenance, supplies, janitorial, etc.). Also held meetings to decide which company was best fit for celito.
- Created an administrative "how to/process" book ( new hire training guide).
- Began a "New Lead Generation" project with sales and project management team.
- Planned company events such as employee birthdays, marketing events, team building activities, company holiday festivities, etc.
- Handled President and VP domestic and international travel arrangements (includes airline, car rentals, lodging).
- Creating and presented individual quarterly projects "rocks".
- Performed weekly/monthly audits.
- Multi line phones and assisted queue rollover calls.
- Provided technical support, opened support tickets.
- Merged CRM Phaseware to Autotask to Salesforce.
- Recorded meeting/ divisional minutes.
- Followed business guidelines and state regulation including, SOC Compliancy and making sure staff is up to date with regulations.
- Maintained vehicle logs, lease, gas, maintenance needs (7 company cars/ 3 owner cars)
- Record keeping of company cars; maintenance, inspections(4 vehicles)
- Maintained client confidentiality

- Ensured premises were safe and secured (secured facility with secured data center).
- Annual end of year cleanout of payables, receipts, and customer files.
- Tracked and recorded leads, account and point of contacts in Salesforce,
- Assisted with accounts payable/ receiving,
- Controlled inventory by budgeting and purchasing for weekly grocery orders, janitorial supplies, office supplies and technical equipment.
- General office presentation/duties included; organizing conference rooms, keeping office tidy, faxing, minutes, meeting set up/ prep, along with any other tasks handed to me.
- Assisted different departments to achieve company and individual goals

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## EDUCATION

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**Jan 2017**    **Everest University,**  
**Associate of Business Administration.**

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## TRAINING/CERTIFICATES/LICENSES

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**Jan 2017**    **Everest University,**  
**Associate of Business Administration.**

- Certified Notary Public - Wake County.
- The Indispensable Assistant - SkillPath Seminar.
- Forbes 5 Star Training - Jeff Weilgopalan (VP of Learning & Development for Forbes Travel Guide).
- Salesforce - Trailhead training.