

Hope Godwin

Executive Assistant

📞 561 412 5628 ✉️ hello@sageexecutiveassistants.com



Proactive and energetic executive assistant with experience in non-profit, real estate, and the business industries. Detail-oriented, diligent administrative professional with proven excellence in written and oral communication; experience with project management from start to completion, managing employees, and marketing. Resourceful and independent problem-solver. Organized; trustworthy with confidential and personal information; and committed to offering superior support.

SKILLS:

Communication Skills
Effective Time Management
Ability to Multitask
Adaptability
Fast Learner

PROFESSIONAL EXPERIENCE

2019-2020 Homeowners Now Inc.
Operations Manager

- Oversaw operational activities at every level of the organization.
- Hired, trained and managed multiple employees; strategized process improvements to ensure everyone completed their tasks on schedule.
- Managed several business and personal email accounts and calendars for the CEO of the company.
- Processed payroll ensuring employees were compensated on schedule.
- Created detailed real estate marketing materials.
- Managed several databases and social media accounts.
- Coordinated and scheduled international and domestic travel and lodging.
- Answered customer inquiries.
- Designed and stocked office supplies and materials.

2018-2020 Kendria Rene and Associates
Virtual Assistant

- Scheduled events, reservations, and appointments based on clients needs and preferences.
- Created and maintained client calendars, email, and social media accounts.
- Coordinated travel and lodging for multiple clients.
- Transcribed meeting minutes into organized documents.
- Researched and organized data
- Maintained and managed extensive contact lists and data bases with sensitive information.
- Created presentations, marketing decks and documents.

**2017-2018 Kelly Services
iOS Technical Support Advisor**

- Provided professional and friendly service and technical support for customers via chat for iOS devices while representing our clients in a positive, professional, and ethical manner and working to exceed customer and company metric expectations.
- Identified customer needs in order to isolate, diagnose, and resolve technical hardware and software issues with iOS devices (iPhone, iPad, iPod, Apple Watch); researched required information using available resources to find solutions for customer questions and solutions for technical support troubles.
- Identified and escalated priority issues per client specifications; completed detailed and accurate notes regarding each customer interaction using the designated tracking software.

EDUCATION

**2003-2007 UNIVERSITY OF NORTH CAROLINA at Greensboro
Bachelor of Arts**

- Women's and Gender Studies, B.A.
- Political Science, Minor
- African American Studies, Minor