

Lisa Hersh

Executive Assistant

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Executive Assistant with 10+ years of successful experience Supporting the professional and personal needs of C-level executives and entrepreneurs with well-organized precision. Successfully manages workloads in rapidly changing environments.

SKILLS:

- Executive Assistant Professional
- Personal Assistant
- Business correspondence
- Critical thinker
- Excellent communication skills
- Google Workspace
- Microsoft Office 365
- Asana
- Clockify
- Bill.com
- Slack
- Voxer
- Zoom
- Research
- Problem resolution
- Critical communication
- Self-starter
- Employee training
- Workflow improvements
- Correspondence and memos
- Confidentiality and discretion
- Special event projects
- Calendar management
- Email management
- Meeting agenda preparation
- Executive travel coordination
- Schedule coordination

PROFESSIONAL EXPERIENCE

2021-2022 **BELAY Solutions (Independent Contractor) - Irving, TX**
Executive Assistant to Founder/Chairman and the CEO

- Managed multiple calendars for C-level Venture Capital executives
- Was in charge of administrative functions, which included complex calendar management with a focus on proper executive availability allocation
- Coordinated meetings and Zoom calls with business partners and potential investors
- Responded to a high volume of funding email inquiries.
- Screened media interview requests for Chairman/Founder
- Coordinated all business and personal travel. Both domestic and international. Including but not limited to commercial, charter flights, accommodations, ground transportation, and scheduled appointments.
- Coordinated conferences and meetings.
- Researched vendors/contractors for the build-out of new office space.
- Scheduled personal appointments.
- Personal shopping for the Chairman and family.

2020-2021 **Lifting the Burden Errand & Concierge Service, LLC - Dallas, TX**
Lead Personal Assistant

- Conducted candidate interviews
- Created a 27-page Client Process Flow living document for onboarding new Personal Assistants.
- Accountable for training new hires in proper LTB procedures.
- Responsible for personal calendar management for the CEO, Chairman of the Board, their children, nannies, and household staff
- Scheduled personal appointments for the family, i.e., medical, dental, and other reservations
- Processed and tracked health insurance claims
- Personal shopping for the family.
- Posted payment of vendor invoices. Managed household inventory and maintenance schedules.
- Organized personal calendars to streamline communications, scheduling, and initiatives.
- Researched best pricing options for hotels, flights, home furnishings, and other vendors.
- Coordinated extensive domestic and international travel arrangements, including hotel, airfare, and ground transportation
- Vetted vendors for maintenance projects around clients' homes in Texas and California.

2018–2020 **Lifting the Burden Errand & Concierge Service, LLC – Dallas, TX**
Personal Assistant

- Responsible for personal calendar management for the CEO and Founder/Chairman and their families.
- Entrusted with handling confidential and sensitive situations in a professional capacity.
- Scheduled personal appointments for the family. I.e., medical, dental, and other appointments.
- Processed and tracked medical insurance claims.
- Synchronized the clients' business calendars with the corporate Office

2011–2016 **TXU Energy – Irving, Texas**
Executive Assistant to the Vice President of Business Technology

- Provided support to the Vice President of Business Technology; not limited to a weekly review of critical goals, meetings, and deadlines.
- Helped to ensure that business operations ran smoothly by planning and organizing meetings and conferences, including conference calls.
- Arranged logistics for conferences and seminars, including travel arrangements and venue reservations.
- Coordinated schedules for a team of 12 Business Technology leaders.
- In 2016 saved the department \$7,800 in travel expenses.
- In 2016 and 2013, coordinated seamless workspace moves for over 100 employees and contractors to enable more efficient collaboration and teaming.
- Coordinated the United Way Leadership kick-off event by compiling over 300 information packets and various materials, Builders Society event (30+ attendees), as well as Leadership "Thank You" event (100 attendees).
- In 2011, the Business Technology department saved \$15,000 in domestic and international travel expenses.

2009–2011 **TXU Energy – Irving, Texas**
Executive Assistant to Chief Information Officer

- Provided administrative support to the CIO and team of 5 Directors
- Arranged logistics for conferences/seminars, including travel arrangements and venue reservations
- Answered a high volume of phone calls and email inquiries.
- Coordinated travel for the IT department
- Coordinated the annual United Way Builders Society and Leadership kick-off events
- Compiled over 300 campaign information packets for event attendees.
- Organized and coordinated conferences, weekly, and monthly meetings.
- Processed travel expenses and reimbursements for the executive team and senior management group.
- Organized logistics and materials for each meeting, arranged spaces, and took detailed notes for later dissemination to key stakeholders.
- Created expense reports, and filing systems for the department.

2008–2009 **TXU Energy – Irving, Texas**
Administrative Assistant

- Responsible for onboarding 80+ additional resources in this role.
- Scheduled assigned training classes for 2400 TXU Energy and Cap Gemini employees.
- Compiled Pilot Training Manuals for distribution to all employees.
- Was in charge of scheduling, managing reservations, and sending confirmations for conference calls.
- Created and updated physical records and digital files to keep current, accurate, and compliant documentation
- All staff and consultants' travel and accommodations are coordinated by me.
- Was in charge of supplies, vendors, organization, and upkeep in the office.

Manager/Executive Assistant

- Posted payments of vendor invoices.
- Researched the best pricing on hotels, flights, home furnishings, and other projects.
- Accountable for all aspects of complex personal and business travel schedules for family and their staff; both domestically and internationally. Including flights, hotel, ground transportation, and appointments.
- Worked closely with the family's household staff (house manager, drivers, nannies, and housekeeper) to coordinate family schedules.
- Organized vendors for home improvements and repair projects at the client's home.

EDUCATION

Brookhaven Community College - Dallas, TX
Some college in Computer Science

Tompkins Cortland Community College - Dryden, NY
Some college in Clinical Psychology