



Virtual Executive Assistant

KATE WOODS



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Expertise

Executive Assistant

Front Office Management

Back Office Management

Client Experience & Sales

Client Contact & Retention

Invoicing & Collections

Technical Writing

Language

English

Core Values

Succeed Together

Be Kind

Pack It In - Pack It Out

Live With Passion

👤 Profile

Let my expertise and experience allow you to delegate tasks so you can work on your business and not in your business.

📁 Professional Skills

- Tech Stack integration, design, implementation, training, and ongoing support
 - Department and Employee Development
 - Training, Development and Advancement
 - Software Implementation and Roll Out
 - Contract Negotiation
 - Client Analytic Review
 - Retail Trade Management
 - Customer Retention
 - Managing customer contact
 - C-Suite Support
 - Policy, Process and Procedure (SOPs)
 - Calendar & Time Management
- Communication Development & Management
 - Meeting Preparation, Organization, and Facilitation
 - Event Planning
 - Front and Back Office Operations
 - Microsoft Office and 365, Google Suite
 - Outside and B2B sales
 - Cold calling via phone and in person
 - Contract Proposal Presentations
 - Recruitment
 - Networking
 - Inbound/Outbound Multilined phone

📖 References & Testimonials

Jennifer Amos

“I absolutely loved working with Kate. She’s professional and kind, and extremely knowledgeable. She’s definitely the kind of person who wants to get the job done right the first time.”

Sara Philbrook

Personal Beast

Phone: 503-734-9095

Julianna Burros

Elwood Staffing, Inc

Phone: 509-736-5512

Additional Professional and Personal References available upon request

Previous Experience

Duerksen & Associates, Inc.

Executive Assistant

(previously Back Office Manager, Front Office Manager, Front Desk Department Head/Leasing Agent)

- Assistant to the C-Suite
- Remote Team Member (RTM) management, training and support
- Support to all departments (Front Desk, Maintenance/Back Office, Bookkeeping)
- Handle escalated Partner issues in person, over the phone and through written communication
- Technical Writing (SOPs, Job Descriptions, KPI's, Policy, and Process)
- Calendar and time management
- Document, email, and file organization and simplification
- Organized and facilitated weekly department meetings and individual direct report meetings for learning, same page meetings, training and development
- Created and document department and company processes, trained and created accountability for personnel
- Curated and implemented job descriptions, interview questions, hiring process, onboarding process, training, development, coaching, mentorship, and offboarding
- Developed multiple departments and positions based on knowledge and implementation of technology/customer service abilities to fulfill gaps in service and company need
- Moved positions based on company need for organization, development, and creating along with training of processes
- Reduced office supply consumption by over half by implementing new technology
- Researching and applying technology solutions through Microsoft Office, Microsoft 365, LinkedIn Learning, and additional industry resources
- Critical involvement in designing, roll out, and Implementing the EOS system, BambooHR, LeadSimple, PropertyMeld, zInspector, RICHO265, and more.
- Automated processes and procedures using newest technology available in the industry
- Adopted or created policies, processes, and communication to meet changing market status to meet local, state and federal regulations
- Set standards for customer service for internal and external partners throughout the company
- Sought after continued learning opportunities from a variety of sources including internal experience, external leaders and community partners
- Direct Report meetings for individual staff as well as project management teams
- Creating KPI, scorecard, and milestone reports for individual, team and department goals
- Created, analyzed and prepared reports and summaries for the Executive and Leadership Teams
- Bookkeeping: Delinquency, Collections, Payables, Receivables, Invoicing and Bill Approval

Elwood Staffing, Inc

Business Development Manager

- B2B sales through prospecting, developing and creating sustainable vendor partnerships in a new market
- Attend weekly and monthly Networking events to enrich existing business relationships
- Find and develop new Networking opportunities
- Doubled Albany branch's client base within 1 year
- Maintain Daily/Weekly/Monthly/Quarterly reporting
- Superior Customer Service certified
- ESP Business Development Management sales graduate
- ASA Certified Staffing Professional certification training



Previous Experience

Personal Beast

Manager, Marketing, & Events

- Manage employee development
- Improve client base through community engagement and product knowledge
- Develop vendor relationships
- Manage daily operations and inventory
- Maintain social media presence.
- Exceeded 2017 Q3 sales goal by 5.74%, trending higher than 2017 Q4 sales goal

Vision Works *(additional job alongside Personal Beast)*

Customer Recall Specialist

- Improve customer retention rates through outreach and customer service
- Reach 150% or higher of the call goal each month

YURZ (Formally LinkTech)

Senior Account Manager

- Create and tailor client's marketing campaigns to mirror business goals through Google AdWords, analytics, website design and reputation management, and resolve payment issues and disputes.
- Account management top producer
- Featured agent of the month and 2014 Superstar of the Year

Seterus (IBM)

Coach - Delinquency Management

- Implement One and Done process
- 1 on 1 coaching with Delinquency Management agents weekly, monthly and quarterly to improve performance and compliance
- Work directly with team management for personalized development plans for the overall team and each individual members (80-90 agents at any given time)
- 4 out of 5 teams coached consistently the top performing in the nation, all teams in the top ten

Collections - Delinquency Management

- Created financial assistance referrals, collections and receive payments, de-escalated customers, arranged payment plans and implemented foreclosure alternative resolutions.
- Member of the Charitable Events Committee
- 100% Quality Assurance scores as a collection agent

Capital Auto Group & Skyline Ford

Reception, Business Development Manager, and Sales

- Manage retail trade cycle through customer service, client care issue follow-up, data entry, sales training and weekly reporting, prospecting clients, retail trade cycle management, Sales and Service scheduling and follow-up, quality assurance, marketing (online, print, in-store), Internet Sales Assistant, monthly newsletters, website design and content updates
- Head of Charitable Events Committee
- Design and operated Charitable Event programs

