

PROFESSIONAL SUMMARY

Senior Executive Assistant and executive operations partner with 17+ years supporting CEOs, business owners, attorneys, executive leadership teams, and senior leaders in fast-paced, high-growth, and highly confidential environments. Trusted as a right-hand partner to independently manage complex calendars and inboxes, executive communications, meetings, domestic and international travel, projects, events, expenses, vendors, stakeholder relationships, and competing priorities with discretion and sound judgment. Brings deep experience across executive operations, business operations, legal operations, financial administration, commercial real estate, compliance, technology and systems administration, process improvement, AI, and automation. Known for anticipating needs, creating structure, solving problems independently, distinguishing what can be handled autonomously from what requires executive input, and translating leadership priorities into action and follow-through. Advanced Microsoft 365 administrator who combines executive partnership, operational ownership, and technology to protect leadership bandwidth and create meaningful leverage.

CORE EXPERTISE

C-Suite, CEO & Executive Leadership Support | Executive Operations & Business Operations | Strategic Executive Partnership | Complex Calendar, Inbox & Gatekeeping Management | Multi-Executive & Multi-Time-Zone Scheduling | Executive Communications & Stakeholder Management | Meeting Management, Briefings, Decision & Action Tracking | Domestic & International Travel & Complex Itinerary Planning | Project & Program Coordination | Corporate Events, Retreats & Executive Hospitality | Board & Leadership Meeting Support | Expense Management, AP/AR & Financial Administration | Vendor Management, Procurement & Private Banking Coordination | Commercial Real Estate & Affiliated-Business Support | Legal Operations, Court Deadlines & Compliance | Corporate Governance, Multistate Licensing & Registered-Agent Administration | Cross-Functional Team & ELT Coordination | Research, Analysis, Reporting & Executive Briefings | SOPs, Process Improvement & Workflow Optimization | AI, Automation & Technology Enablement | Microsoft 365 & Systems Administration | Onboarding, Offboarding & End-User Support | Confidentiality, Discretion & Independent Judgment | Remote & Distributed-Team Collaboration

PROFESSIONAL EXPERIENCE

Executive Assistant | Microsoft 365 Administrator *Grieco Immigration Law, P.A. | Miami, FL | February 2023 – Present*

Joined the firm as Executive Assistant and partnered with the managing attorney to build the firm’s operational foundation from the ground up, including its systems, workflows, staffing structure, administrative processes, and technology infrastructure. Today, I serve as his executive right hand across executive support, legal operations, technology, financial administration, staffing, vendors, compliance, and day-to-day business operations.

- Own a high-stakes executive calendar and deadline ecosystem across EOIR and USCIS court hearings, filings, consultations, client interviews, interpreters, travel, internal meetings, priority holds, and rapidly changing legal deadlines, triaging competing demands and surfacing conflicts, risks, and readiness issues before they affect the attorney or client.
- Coordinate internal and external meeting logistics, schedules, confirmations, preparation materials, reminders, interpreters, virtual-meeting workflows, and technology checks, independently resolving routine scheduling and logistical issues while escalating matters requiring attorney judgment with concise context and recommended next steps.
- Support legal operations, case readiness, court and filing compliance, deadline monitoring, client communications, document and filing coordination, and USCIS, EOIR, and ECAS workflows, maintaining visibility across time-sensitive matters and ensuring critical information reaches the attorney and team.
- Administer Microsoft 365 and Exchange Online across user provisioning, shared mailboxes, permissions, licensing, MFA, Outlook, Teams, SharePoint, OneDrive, integrations, migrations, access recovery, onboarding and offboarding, security configuration, and end-user troubleshooting, serving as the firm's primary internal technology administrator.
- Develop SOPs, policies, templates, reports, dashboards, compliance and action trackers, executive briefings, knowledge resources, workflow automations, and responsible AI-assisted tools for drafting, research, analysis, summarization, quality control, and operational decision support.
- Manage and support administrative business operations including billing and payment tracking, QuickBooks, LawPay, payroll and HR administration, vendor relationships and renewals, procurement, accountant communications, employee onboarding and offboarding, and operational compliance.
- Draft and coordinate sensitive communications among clients, courts, counsel, experts, vendors, and staff; independently resolve operational issues, investigate problems, identify solutions and workarounds, and escalate higher-risk matters with context, options, and a recommended course of action.

Executive Assistant to CEO *Near North Title Group, LLC | Carmel, IN & Chicago, IL | January 2015 – January 2023*

Served as the sole Executive Assistant, trusted right hand, and confidant to the CEO, supporting him and a six-member senior leadership team across executive, operational, financial, commercial real estate, investment, affiliated-business, and personal priorities during significant growth, acquisitions, multistate expansion, and organizational complexity.

- Supported the CEO as the company grew from fewer than 200 to more than 500 employees through acquisitions, integration, multistate expansion, and increasing organizational complexity, while coordinating priorities and support across a six-member senior leadership team.
- Managed multiple executive calendars and inboxes across shifting priorities and time zones; screened confidential communications, protected executive bandwidth, anticipated scheduling conflicts and downstream needs, and created shared trackers and workflows that strengthened visibility and follow-through.
- Coordinated CEO and leadership meetings, confidential correspondence, stakeholder communications, briefing materials, research, priority and decision tracking, and executive follow-up, translating leadership decisions into clear ownership, accountability, deadlines, and execution.
- Orchestrated complex domestic and international executive travel, including multi-country itineraries, flights, accommodations, private transportation, dining, meetings, engagements, networking events, schedule changes, and contingency planning, managing logistics end-to-end so the CEO could remain focused on business priorities.
- Supported the CEO's commercial real estate, investment-property, and affiliated-business interests, coordinating leases, rent rolls, tenant matters, construction-related activity, property financial reporting, vendors, documentation, and business administration.
- Served as registered agent for the company and CEO-owned entities, overseeing corporate governance and entity administration, multistate filings, licenses, annual registrations, renewals, compliance calendars, and corporate records.
- Administered highly confidential corporate and personal finances, including bill pay, credit-card administration, expense reporting, vendor payments, QuickBooks bookkeeping, private banking coordination, financial records, real estate reporting, and other sensitive financial matters.
- Planned and executed corporate events, acquisition celebrations, executive retreats, leadership gatherings, and networking functions, owning budgets, timelines, venues, vendors, guest lists, communications, travel, hotels, transportation, meals, materials, schedules, and last-minute changes from concept through execution.
- Directed premium MLB executive-suite operations and hospitality, managing ticket inventory, partner and guest communications, catering, attendance tracking, client entertainment, VIP logistics, and executive-level service.
- Served as a central liaison among the CEO, senior leadership, employees, clients, vendors, financial institutions, professional networks, business partners, and other stakeholders while managing confidential special projects and resolving issues independently whenever executive involvement was unnecessary.

Executive Assistant | Operations Support *Kleenit Group, Inc. | Indianapolis, IN | August 2009 – January 2015*

Provided executive and operational support for a maintenance-services business, balancing office management, workforce scheduling, project coordination, staffing, payroll and financial processes, vendor management, inventory control, client relations, and day-to-day business administration.

- Coordinated weekly employee scheduling, payroll support, invoicing, price quotations, hiring, onboarding and offboarding, background checks, contract preparation, reporting, confidential records, and vendor and client communications.
- Developed recurring facility-maintenance schedules, maintained organized digital and physical records, tracked supplies and inventory, supported prospective-client follow-up, and helped create administrative structure around recurring operational requirements.
- Coordinated bid requirements, pricing and quotations, post-construction cleaning projects, staffing assignments, vendor activity, project schedules, client follow-up, and project documentation, adapting resources and timelines as operational requirements changed.

TECHNOLOGY, COMMUNICATIONS & OPERATIONAL EXPERTISE

MICROSOFT 365, OUTLOOK & EXECUTIVE OFFICE TECHNOLOGY: Microsoft 365 Admin Center, Exchange Online, Outlook, Teams, SharePoint Online, OneDrive, Bookings, Excel, Word, PowerPoint, Planner, Power Automate, Microsoft Copilot, Intune, Microsoft Defender, Security & Compliance Center, calendar and email configuration, shared mailboxes, permissions, licensing, MFA, meeting connectivity, mobile support, systems testing, troubleshooting, end-user support, IT infrastructure coordination.

EXECUTIVE SUPPORT, MEETINGS & TRAVEL: Executive support, C-Suite support, CEO partnership, calendar management, inbox management, gatekeeping, meeting facilitation, meeting planning, board relations, board meeting support, document preparation, executive briefings, action-item tracking, domestic and international travel coordination, multi-country itineraries, rewards and upgrade optimization, ground transportation, contingency planning, networking events, executive hospitality.

COMMUNICATIONS, DOCUMENT & MEETING SYSTEMS: Google Workspace, Slack, Zoom, Dialpad, Adobe Acrobat, DocuSign, Docketwise, LawPay/8am, secure cloud-based case-management, document-tracking and signature platforms, executive communications, business correspondence, stakeholder management, client relations, cross-functional coordination, meeting agendas, minutes and follow-up.

COLLABORATION, PROJECT & PRESENTATION PLATFORMS: PowerPoint, Canva, HubSpot, Zoho CRM, Asana, ClickUp, Monday.com, Smartsheet, Planner, CRM and project-tracking systems, presentation preparation, project management, project administration, operations management, business operations, strategic planning, digital records management, cross-platform workflow coordination.

ONBOARDING, TRAINING & WORKFORCE SUPPORT: Gusto administration, employee onboarding and offboarding, hiring setup, user administration, user access, permissions management, licensing administration, employment documentation, training materials, end-user support, payroll and benefits coordination, workforce reporting, employee-record maintenance, employee scheduling.

EXPENSE, PURCHASING & BUSINESS OPERATIONS: QuickBooks, online banking, payment processing, invoicing, AP/AR, bookkeeping, bill payment, vendor payments, expense management, expense reporting, credit-card administration, procurement, vendor management, private-banking coordination, billing support, financial administration, commercial real estate support, rent-roll administration.

RESEARCH, AI, AUTOMATION & PROCESS IMPROVEMENT: ChatGPT, Claude, Microsoft Copilot, responsible AI-assisted drafting, research, analysis, summarization, meeting preparation, executive briefings, document review, template development, workflow automation, dashboards, trackers, spreadsheets, SOP development, policy development, process improvement, workflow optimization, knowledge bases, quality control, auditing, continuous improvement.

GOVERNANCE, COMPLIANCE & RECORDS MANAGEMENT: Registered-agent responsibilities, Secretary of State filings, entity registrations, annual reports, multistate licensure, renewal tracking, compliance calendars, corporate-record maintenance, deadline monitoring, legal operations, legal calendaring, court deadline management, filing coordination, case management, client intake, hearing logistics, interpreter coordination, records management, document management.

CORE OPERATING STRENGTHS: Independent problem-solving, anticipatory support, discretion, confidentiality, escalation judgment, priority management, deadline management, decision tracking, action-item follow-through, resourcefulness, remote executive support, time-zone coordination, technology adoption, systems administration, IT troubleshooting, customer excellence, vendor relations, office management, facilities coordination.

EDUCATION & CREDENTIALS

Delta High School | Coursework, Ivy Tech Community College | Typing speed: 90+ WPM |
Former Indiana Notary Public | 2015–2024 | Former Indiana Title Insurance Producer License | 2017–2025