

# SUSIE K. PHILLIPS

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## Career Objective

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Professional Executive Assistant and Project Manager performing a vital role within a growth-centered organization. Serves as a bridge and manages communication between company officers, high-level vendors, stakeholders, and internal departments, such as Executive Office, Operations, Sales, Marketing, Events, Key Leadership team and associates. Master collaborator managing and responding to multiple priorities and shifting demands while maintaining the sense of urgency and intensity of an executive office. An expert at handling and anticipating needs of the business and people, approaches work with immediacy and can-do attitude, taking complete ownership and accountability for all aspects and duties of the role. Analytical thinker, exercising sound judgement and discretion and independently assess and resolves complex situations with internal and external stakeholders.

## Key Skills

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- Office administration
- Notary signing agent
- Marketing/Public Relations
- Presentation development
- Accounting/Billing
- Articulate and well-spoken
- Strong analytical person
- Event planning & execution
- Exceptional people skills
- Human Resources
- Event Coordinator
- Advanced Microsoft Office Suite

## Experience

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### Executive Assistant/Office Manager

Oct 2018 to Present

American Construction Source LLC

dba Meeks - The Builders Choice — Springfield, MO

Top performer, working closely with Principal, CFO and Executive Team, completing accounting and administrative tasks, master collaborator who can manage and respond to multiple priorities and shifting demands while maintaining sense of urgency and intensity that the office requires. Role includes complex calendar management and event planning and execution, project management, executive travel and expense reporting, vendor credit processing and all needs related to executive teams' roles. Streamline efficiencies to ensure effectiveness for senior management as well as, the organizations go-to person for connecting the people and office operations.

Communicates effectively and articulately with all levels of the organization and the Board of Directors, composing correspondence based on knowledge of senior leadership intentions and preparing and handling documents of a highly confidential and sensitive nature.

### Executive Assistant

Dec 2017 to Oct 2018

Gardner Capital – Springfield, MO

- Collaborate with Principal partner and leadership team, completing a broad range of executive level administrative functions,
- Managing active executive team calendars of appointments.
- Corresponding with internal and external stakeholders, arranging frequently changing travel plans, itineraries, and agendas.
- Project manager executing consolidation of large offsite facility.
- Merged company-wide office supply spend, reducing costs by 33% in the first 90 days.

**Executive Administrator**  
**Bass Pro Shops – Springfield, MO**

Sep 2007 to Dec 2017

- Coordinate high-level administrative support by managing daily departmental operations and reporting for multibillion-dollar company.
- Working closely with management team to enhance efficiency of negotiating processes to cut annual spend dollars annually.
- Maintain and coordinate complex meetings, agendas and travel schedules.
- Serve as a liaison between company executives and clients.
- Inform and accelerate management decision making; facilitate quick decisions by gathering relevant data and development of concise presentations.
- Serve as a professional representative to clients and investors.

## **Additional Experience**

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**Technology Instructor** O.B. Elementary School

Aug 2004 - June 2006

**Owner/Managing Partner** Savory Foods & My Personal Chefs

March 2002 - July 2004

**Office Manager** Rehabilitation Center

April 1998 - July 1999

## **Education and Training**

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**Bachelor of Science, Business Communications & Public Relations**

Missouri State University – Springfield, Missouri

Course study, Business Communications & Public Relations with continuing coursework and certification in Microsoft Office Suite applications, + job specific software programs.

## **Activities and Honors**

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Member P.E.O. (Philanthropic Educational Organization)

Volunteer: American Cancer Society, Community Blood Center of the Ozarks

Team Leader Making Strides against Breast Cancer Walk

Safety Captain, Bass Pro Shops, demonstrating leadership during potential crisis situations

Member, International Association of Administrative Professionals (IAAP)

National Notary Association - Notary Signing Agent

Night on the Town Award - Nominated and awarded by Leadership for going above and Beyond.

## **Qualifications**

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- 15 years of experience as an EA reporting directly to senior management
- Excellent communication, presentation, organization, time management, negotiating, selling, and listening skills.
- Technologically savvy with Microsoft Office Suite programs, and office machines.
- Presenting professionally and persuasively to individuals and groups.
- Demonstrating sound knowledge of products and services offered.
- Working independently, demonstrating confidence, energy & enthusiasm.
- Developing relationships within the community by attending and networking at community activities and events.
- Interact with all levels of customers, vendors, associates and management.