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|  | MINDY ALLEN  Chief of Staff / Executive Assistant  Contact   |  |  | | --- | --- | |  | 323- 760-3303 |  |  |  | | --- | --- | |  | MINDYALLEN01@GMAIL.COM |  |  |  | | --- | --- | |  | LONG BEACH, CA |   Skills     * Project Management * Strategic Planning * Communication * Leadership * Adaptability and Flexibility * Budgeting * Compliance * Operational Efficiency * Policy Development * Analytical Thinking * Collaboration * Human Resources * Monitoring KPIs * Process Improvement * Scheduling   Languages     * **Samoan**   **Native**     * **Fijian**   **Native**     * **French**   **Conversational** |  |  | Professional Summary  Multi-certified, decisive business leader with 9 years experience solving complex business and operational issues while exceeding financial objectives. Highly innovative leader directing acquisitions, human resources, and operations to achieve positive results. Excellent cross-functional leadership skills in high pressure, challenging, and deadline-driven environments. Fluent ability to analyze organizational structures, business processes, perform measures, and evaluate criteria to transform operations, increase efficiency, and align internal strategies with crucial policy changes.  Experience   |  |  | | --- | --- | |  | January 2023 - January 2024  **VIP Administrator**  Tom Bradley Terminal   * Main and ONLY point of contact for VIP travelers amid SKY Tower and the VIP's Management team * White glove treatment from tarmac to transportation * Achieved and maintained a +89% CSAT rating by aligning goals and objectives with VIP Passenger Services Management Department. |  |  |  | | --- | --- | |  | January 2021 - January 2023  **Executive Assistant to CFO of Relocation**  BGRS Private Sector   * Managed and trained 19 Relocation Client Services Representatives across coaching, scheduling, and planning * Assisted ICE, FBI, FG Agents in all aspects of International and Domestic Relocation needs * Increased revenue by 40% and CSAT by 88% controlling expenses, aligning initiatives with private sector client expectations, and prospecting new clients with the marketing team * Enhanced cross-departmental communication across transportation vendors, including Freightliner and related retailers, by generating daily, weekly, monthly, and annual financial and operational reports * Improved client support by creating a comprehensive client communication platform for relocation assistance. |  |  |  | | --- | --- | |  | January 2019 - January 2021  **UI Claims Senior Account Manager**  CA EDD   * At the start of the pandemic, the number of unemployment claims went from 3,000 to 4 Million in the span of 4 months * Managed 32 employees to process claimant appeals and overpayments while revising and reviewing UI claims * Managed claims from Sacramento to San Diego to ensure proper regional coverage and claims support * Ensured 100% adherence to DOL standards and timeframes across benefit determination reviews, rulings, and chargeability determinations for 4M employee accounts. |  |  |  | | --- | --- | |  | January 2015 - January 2019  **Estate Manager / Aide-de-Camp**  Air Force Colonel / Veterans Health Administration   * Property Maintenance: Conduct Repairs and Renovations * Budget Management, Event Planning, Travel Coordination, Vendor Coordination * Staff Management: Training, hiring, work schedules * Daily Operations Management: Security Staff, Maintenance Staff, Housekeeper/ Butler, Landscapers * Event Planning: Plan and execute events from extravagant galas, to intimate celebrations * Other Position Obligations: Assist with a wide variety of special and recurring projects, assignments that cross program lines working in support of N9 staff which has significant impact to the Colonel. |  |  |  | | --- | --- | |  | January 2012 - January 2015  **Executive Assistant to CFO**  Geffen/Interscope Records   * Document preparation: Drafting memos, reports, and presentations, and helping with data compilation, editing, and formatting * Coordination: Planning department events, such as showcases and conferences, and special projects * Scheduling: Arranging meetings, appointments, and travel itineraries * Research: Assisting with finding new artists and producers * Communication: Acting as a liaison between the label and artists and their management companies, and interacting with clients and visitors * Other tasks: Making travel arrangements, submitting expense reports, and covering phone lines * Gatekeeper: Diplomatic as a right hand. |   Education   |  |  | | --- | --- | |  | **Doctorate in Organizational Psychology (Candidate)**  Alliant International University, CA |  |  |  | | --- | --- | |  | **Master of Arts in Business (GPA: 3.8, Magna Cum Laude)**  Argosy University, CA |  |  |  | | --- | --- | |  | **Bachelor of Arts in Marketing**  Westwood College, CO |   Website, Portfolio and Profiles   |  |  | | --- | --- | |  | LINKEDIN |   Certifications   |  |  | | --- | --- | |  | * PMP- CSU Global | |  |

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