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|  | MINDY ALLENChief of Staff / Executive AssistantContact

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|  | 323- 760-3303  |

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|  | MINDYALLEN01@GMAIL.COM |

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|  | 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 SummaryMulti-certified, decisive business leader with 9 years experience solvingcomplex business and operational issues while exceeding financialobjectives. Highly innovative leader directing acquisitions, humanresources, 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 totransform operations, increase efficiency, and align internal strategieswith crucial policy changes.Experience

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|   | 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.
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|   | 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.
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|   | 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.
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|   | 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.
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|   | 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.
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Education

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|   | **Doctorate in Organizational Psychology (Candidate)** Alliant International University, CA |

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|   | **Master of Arts in Business (GPA: 3.8, Magna Cum Laude)** Argosy University, CA |

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|   | **Bachelor of Arts in Marketing** Westwood College, CO |

Website, Portfolio and Profiles

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|   | LINKEDIN |

Certifications

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|   | * PMP- CSU Global
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