

# C. LYNN WHITLEY

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## SUMMARY OF QUALIFICATIONS

Skillful and dedicated Executive Assistant with extensive experience in the coordination, planning, and support of daily operational and administrative functions.

- ❖ Demonstrated capacity to provide comprehensive support for executive-level staff including scheduling meetings, coordinating travel, and effectively managing all essential tasks.
- ❖ Proven track record of accurately completing research, reporting, information management, marketing, and business-development efforts within budget requirements.
- ❖ Adept at developing and maintaining detailed administrative and procedural processes that reduce redundancy, improve accuracy and efficiency, and achieve organizational objectives.
- ❖ Highly focused and results-oriented in supporting complex, deadline-driven operations; able to identify goals and priorities and resolve issues in initial stages.
- ❖ Proficient in Microsoft Office Professional, Microsoft Windows® operating system, experienced in Web driven client/staff programs.

## PROFESSIONAL EXPERIENCE

THE IMAGE GROUP – Tulsa OK

2005-2008

### **Executive Assistant /Program Specialist**

*Provided high-level administrative support to the owners of an advertising and marketing firm with over \$3.5 million in annual revenues; effectively managed all in house fulfillment programs.*

Responsibilities included performing a variety of key client service functions including addressing inquiries of current and potential clients, communicating with marketing department regarding client initiatives, and maintaining the overall client database. Additional responsibilities involved collaborating with owners and sales staff to oversee development of fulfillment programs for client safety awards and company stores, developing spreadsheets to improve quality and risk-assessment initiatives, and preparing meeting agendas and carefully monitoring all action items. ***Major accomplishments:***

- ❖ Increased web presence by developing on-line real time options for all clients to request items and built 26 fully functional web sites specific to clients needs i.e....company stores, award programs.
- ❖ Coordinated and hosted successful client seminars, creating invitations and promotional materials, booking venues, and creating and maintain travel agendas.

*Continued...*

BVA – Tulsa, OK

2002-2004

## **Clinical Administrator**

Responsibilities included managing administrative functions for a Medical/Surgical Ophthalmology clinic staffed by three physicians and 14 support personnel; conducting in-depth business-development research within the Optometric community and compiling results for review by marketing team. Additional responsibilities included developing presentations, scheduling all executive-level meetings and travel, coordinating staffing, supplies, and space management for primary clinic and five satellite clinics and managing all accounting functions, insurance billing, staff payrolls and expense reports. *Major accomplishments:*

- ❖ Designed, coordinated, and maintained vital competitive analysis process to facilitate financial goals. Increased billing by 200% during tenure.
- ❖ Successfully marketed services allowing development of additional satellite patients within Indian Health Services.
- ❖ Held Certification as Certified Ophthalmic Technician and member Ophthalmic Administrators Association.

BIG SPLASH WATER PARK – Tulsa OK

2000-2002

## **Business Manager**

Responsibilities included development and implementation of marketing plans, personnel management, daily operational procedures of the park, maintenance of all state and local regulations and requirements, data compilation and analysis. Additional responsibilities included the development of monthly reports for executive management that assisted in marketing and growth of business, overall administrative functions of the executive office, serving as the primary executive assistant for the owners of the business, and developing all internal correspondence. *Major accomplishments:*

- ❖ Developed web site increase business through online season pass purchases during off season.
- ❖ Significantly decreased staff turnover by offering incentive options to seasonal staff.

CORESTAFF – Cheyenne WY

1997-2000

## **Area Manager**

Responsibilities included management and development of all staffing programs including job descriptions, policy and procedures, and staff planning. Additional responsibilities included oversight of the administrative and staffing budgets, purchasing all hardware and software, performing application upgrades, and training staff in use of office computer resources. *Major accomplishments:*

- ❖ Actively supervised 1500 temporary employees and 28 regular full time staff in two states.
- ❖ On-site programs established and maintained with 4 Fortune 500 production companies.
- ❖ Successfully completed additional special event staffing needs.