**JENAE K SHANK**

**EXECUTIVE ASSISTANT/VIRTUAL ASSISTANT/ROCKSTAR**

*Cell: 937.367.8787*

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Ambitious and accomplished Executive Assistant/Virtual Assistant with numerous years of outstanding experience and service, offering a progressive professional background in high-level administrative support, including event coordination, meeting and event planning, office management, research, and complex calendar/email management. A flexible learner and effective problem solver, possessing the ability to easily adapt to change. Skilled in handling multiple projects simultaneously in an urgently paced environment. Recognized for providing exceptional support, while maintaining a highly ethical and socially responsible presence.

**Executive Support | Leadership Skills | Business Development | Budgets | Travel**

 **Meeting Coordination/Event Planning | HR | Complex Calendar Management | Editing | Transcription**

**Remote Support | Customer Service | Vendor Management | Social Media for Business**

**Microsoft Office | Google | Indeed/LinkedIn Hiring | CRM | Mailchimp | WordPress | Canva | Zoom**

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***PROFESSIONAL EXPERIENCE***

**TLC Media Design, LLC/TLC Virtual Assistant (Dayton, Ohio) 2021 - Present**

***Executive Assistant/Lead VA/Division Manager, TLC Virtual Assistant***

Responsible for the creation and management of TLC Virtual Assistant, a division of TLC Media Design, LLC. We match clients with virtual assistants (VAs) offering remote business support to small and emerging businesses, including start-up assistance. I interview all potential clients and VAs, create and manage contracts, invoice and pay all clients and VAs, and offer guidance to VAs and clients throughout the entire process.

***Executive Assistant* 2019 - Present**

Responsible for executive support for the Owner/Lead Learning Strategist of TLC Media Design. Initially, I also provided virtual assistance to various direct clients.

Provide high level support including:

* Oversee fiscal management of business
* Onboard new hires, create policies and documents, and manage HR system
* Provide social media and marketing assistance
* Edit course materials (content and audio)
* Create content and update company websites
* Manage monthly staff meetings and minutes
* Manage calendars and meetings/events
* Create content for blogs
* Review government and commercial opportunities to assist in growth of company
* Coordinate all certifications and documents required for completion relating to government contracts (WOSB, CMMC, GSA Schedule)
* Track monthly expenses and manage all subscriptions and memberships
* Provide in-depth research documentation

**SAIC** (Beavercreek, Ohio) **2011 – 2019**

***Executive Assistant/Admin Assistant IV***

Responsible for high level support of Vice President (VP), Air Force Operations, VP Programs (3), VP Business Development, and numerous Program Managers, Division Managers, and their direct reports. In my role of Executive Support of Air Force Operations, National Security Customer Group, I worked onsite in Beavercreek, Ohio, and then remotely supported leaders and employees nationwide during the final four years of my employment. I have been recognized for my diligence, quick response, and cost-effective behavior.

* Provided high level support of leaders including answering phones, managing multiple complex calendars and resolving calendar conflicts, creation of employee communications “on behalf of leader”, domestic and international travel, approving requests via proxy access, and processing of expense reports.
* Managed all division/operations staff marketing meetings, town halls, and high-level program reviews.
* Performed security requests for personnel investigations and tracking of Visit Authorization Requests to secured sites (Pentagon and military bases)
* Managed and attended yearly conferences representing SAIC including pre-planning for high level attendance, monitoring meeting schedules on site, and ensuring effective dollar spend and company presence, as well as organizing all team dinners and catered events (Space Symposium Colorado Springs, AFA National Harbor, MITS Montgomery, AL)
* Successfully coordinated all business and holiday events for up to three hundred people and budgets up to $150K. This included travel, meals, locations, attendee invites and guidance, presentations, and agendas
* Coordinated contract compliance requirements/actions across the operation, including status updates, client assessments, and system entries
* Performed CRM Data Admin functions for our operation and many others, assisting Program Managers and the business development team to create, update, review and delete CRM entries, including reviewing large dollar amounts and contract dates
* Managed tracking tool (waterfall chart) and generated reports for $20 Billion dollar pipeline for current and prospective contracts and bids
* Processed all local new hires and termination documents
* Oversaw all consultant processing an invoicing

**LexisNexis (**Dayton, Ohio) **2009 – 2011**

***Business Development Specialist***

Qualified a large volume of inbound and cold outbound calls from and to prospective and current customers. In addition, responsible for qualifying all Sales Genie prospective leads and forwarding, if applicable, to the appropriate solution line sales representatives.

* Produced over $4 million in lead-generating revenue for the legal sales force
* Became a subject-matter expert for all incoming calls for the LexisOne® Self-Service website
* Developed strong customer relationships by conducting needs analyses and assistance in obtaining products and/or services
* Rapidly obtained knowledge and skills to use various LexisNexis® products so that I could quickly and efficiently assist customers even though I had no legal background
* Recognized for excellent customer service and communication skills

**EDS, an HP Company** (Dayton, Ohio) **Previous**

***Administrative Assistant/Global Delivery - EDS, an HP Company, Dayton, Ohio***

Responsible for in person and virtual support of Managers, Supervisors, and 125 employees nationwide. Daily tasks included processing domestic and international travel requests while keeping budget in mind, processing and approval of expense reports, staffing requests, employee benefits guidance, time sheet approval, customer invoice processing ($70 - $120K monthly) and org chart management. I was recognized with gifts, bonuses, and written praise on numerous occasions for ongoing efforts, stellar leadership support and diligence within the GMAC account.

***Administrative Assistant/Customer Assistance Center - EDS, Dayton, Ohio***

Supported numerous managers, supervisors and over 90 employees. Daily tasks included domestic and international travel, employee benefits questions and processing, employee relations issues, staffing efforts, event and meeting coordination, budgetary oversight, new hire and termination paperwork, and recruiting of temporary employees.

**EDUCATION**

Diploma, Kettering Fairmont High School – Administrative Vocational Program

**PROFESSIONAL DEVELOPMENT**

Countless online courses related to social media marketing, professional development, project management and career related tools

**References**

**Barbara Davis -** Account Delivery Manager, Perspecta

I have known Jenae Shank in a variety of capacities for many years.  She had been my Co-Worker and Administrative Assistant for 20+ years.  In addition, I am most honored to call her my close, personal friend. Jenae is efficient, detail-oriented, and extremely competent.  In my many years working directly with Jenae, she often successfully finished a task with little to no direction and well before the requested deadline.  She is extremely organized, never misses a due date, or forgets an assignment.  Jenae did an exceptional job with time management, financial budgeting, event planning, and travel requests.

Jenae also has an excellent rapport with people of all ages.  Her excellent communication skills (both written and verbal) allow her to connect with all kinds of people and to inspire them to put forth their best effort.

In summary, I highly recommend Jenae for any Business or Personal Assistant endeavors you may need extra support with completing.  She would be a valuable asset to anyone no matter how big or small the challenge may be!

**William T. Hobbins, General USAF (Ret.)** - Owner, Airspace Cyberspace, LLC

For anyone considering the facilitation of company administration, processes, and finances.  I highly recommend Jenae Shank as one of the most professional and energetic administrators I have had the pleasure to work with. For the past five years, I connected with her daily while she served the VP for AF Programs at SAIC. She is so unbelievably sharp, working logistics and problem-solving high-level executive issues, that I never had concerns we could make current and last-minute company issues resolve.  She is extremely personable, and you will find that she is an outstanding representative for your company and will always place your company’s interest in the right light. Jenae has a beautiful and strong family with a husband who is totally supportive of her work effort. Jenae has one of the best attitudes and an uncanny sense of humor that builds rapport. I strongly endorse Jenae Shank as a client executive for any company looking for a pleasant, attractive outward face of their company.

**Peter B. Trainer -** VP/GM at BAE Systems (formerly VP Air Force Operations at SAIC)

Jenae was my Executive Assistant at SAIC. She is simply the best assistant I have ever worked with. I recommend her in the strongest terms.

**Lorie Khatod, PhD –** Director, Executive Agencies at Office of the Surgeon General

Jenae was such a huge help when I needed last minute administrative support. She was proactive, dependable, and meticulous in her preparation and work. I would not hesitate to use her services in another project again. I recommend her without reservation.