

AMY E. RHEA, MA

Executive Assistant

CONTACT INFORMATION:

amy@amyerhea.com
(501) 747-8868

TECHNICAL PROFICIENCIES:

Windows and MacOS

Microsoft Outlook, Word, Excel,
PowerPoint, Publisher, OneDrive,
SharePoint, Teams

Adobe Acrobat, InDesign, Photoshop,
Robohelp

GIMP, LibreOffice, Scribus

WordPress, HTML, CSS, cPanel

Google Workspace

Qualtrics

Asana, OpenProject

Zoom Workplace

EDUCATION:

Master of Arts in Professional &
Technical Writing, University of
Arkansas at Little Rock

PROFESSIONAL SUMMARY:

Highly organized and collaborative administrative professional with extensive training in communication and 7+ years experience in administrative support roles. Passionate about being the background support, comfortable with the occasional spotlight. Loves to plan the work and work the plan.

WORK EXPERIENCE:

EXECUTIVE ASSISTANT

Graduate School, University of Missouri
July 2023 - Present

- Provides administrative support to the Dean and Associate Dean, often involving highly confidential, timely, and/or sensitive materials and situations.
- Facilitates the planning and execution of special events, including receptions and awards celebrations, with emphasis on building engagement.
- Creates nametags, temporary signage, takeaway materials, and other assets for meetings and special events while adhering to University branding standards.
- Coordinated production of the Graduate School newsletter and other communications, partnering with marketing and communications specialists for final edits and to execute mass mailings in compliance with University policies.

SENIOR BUSINESS SUPPORT SPECIALIST

College of Engineering, University of Missouri
September 2019 - July 2023

- Collaborated with marketing and communications specialists to highlight two departments with a focus on increasing enrollment and alumni engagement.
- Prepared customized graduate-level acceptance and funding offer letters with a high attention to detail and ensured that agreements were carried out as outlined.
- Served as a primary point of contact for two departments and supported the chairs and faculty of each department with a high level of service.
- Organized distinguished alumni recognition events, graduate student orientations, research symposia, and other special events with a wide range of formality.
- Built and maintained relationships with preferred service providers.

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SKILLS:

Award-winning service and professionalism

Commitment to inclusion and accessibility

Collaborative teamwork and consensus leadership

Active listening and critical thinking

Creative adaptability to changing circumstances

Strategic planning, organization, and prioritization

Ethical and evidence-based decision-making

Consensus-model conflict resolution

CLIFTONSTRENGTHS:

[Consistency](#), [Empathy](#), [Harmony](#), [Relator](#), [Developer](#)

PORTFOLIO:

Available at hire.amverhea.com

WORK EXPERIENCE:

EXECUTIVE ASSISTANT

Weiss Financial Innovations, Columbia, MO

August 2018 - August 2019

- Prepared social media posts and website copy for clients and produced and edited office literature, including client-facing pamphlets and letters.
- Maintained office records, client database, and client-facing online portal for approximately 300 individuals and businesses.
- Grew client relationships through in-person, telephone, and email contact with an emphasis on maintaining personability and goodwill.
- Coordinated organization and transfer of assets and facilitated shutdown procedures when business was sold upon owner's retirement.

GRADUATE ASSISTANT

University Writing Center, University of Arkansas at Little Rock

August 2016 - May 2018

- Collaborated with clients regarding techniques for prewriting, drafting, and revising their work with a focus on content, organization, and structure.
- Supervised interns and volunteers working with clients in both in-person and virtual environments.
- Tracked and analyzed metrics including client interactions, general assistance requests, and time worked by all interns, graduate assistants, and volunteers.

PROFESSIONAL MEMBERSHIPS:

- [ACES: The Society for Editing](#) (formerly American Copy Editors Society)

VOLUNTEER ACTIVITIES:

Organizes, coordinates, and presents at local and regional community events with attendance ranging from 50 to 700 people. Participates in [Human Library](#) events as an Open Book. Mentors aspiring clergy within local and regional faith community. Collaborates with a team to provide religious education for all experience levels.