

Michelle Jones

Apopka, Florida

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Summary of Qualifications

- Highly organized professional with attention to detail providing 10+ years of administrative support to C-Suite Executives and teams
- Independent and self-motivated with exceptional critical thinking skills to research and resolve multiple tasks and requests from start to finish while fostering positive communication with all organizational levels
- Ability to maintain strict levels of confidentiality in handling sensitive information
- Ability to multi-task, work under pressure, coordinate multiple projects simultaneously, and meet deadlines under stringent time constraints
- Highly proficient with Microsoft Office Suite (Word, Excel, PowerPoint, Publisher), Google Office Suite, HRIS systems (Ceridian, UltiPro and Oracle), and PDF Readers (Adobe Acrobat and Fox-it Reader)
- Ability to learn programs and processes quickly
- Ambassador of continuous improvement and identifying process improvement opportunities

Education

Samford University Bachelor Business Management Birmingham, Alabama 09/1997

Note: I worked full-time while maintaining a 3.25 GPA and graduated from college debt-free.

Experience

- | | | |
|---|--|------------------------|
| Contract - Pod Lead | AppleOne | 06/2021-present |
| <ul style="list-style-type: none">• Managing a team of 24 Eligibility Specialists at Florida's Federally-funded Rental Assistance Program, OurFlorida. I was promoted from Eligibility Specialist on 10/18/21. | | |
| Temporary Executive Assistant | AccountingPrinciples | 01/2021-03/2021 |
| <ul style="list-style-type: none">• Supported the CEO & President at Orlando Credit Union with inbox management, heavy calendaring, board meeting minute via dictation, travel arrangements, contract management, and special projects | | |
| Temporary Sr. Administrative Assistant | AppleOne | 09/2020-01/2021 |
| <ul style="list-style-type: none">• Supported Seminole County and Orange County's Eviction Diversion Programs by assisting those who were facing eviction upload documents and fill out applications with heavy file management and phone/email support | | |
| Multiple Temporary Assignments | Manpower/OfficeTeam | 12/2018-09/2020 |
| <ul style="list-style-type: none">• Calendared, event management, PP presentations, and special projects for multiple C-Suite executives at AdventHealth Hospital, HRIS analysis for Hilton Grand Vacations, Onboarded 600 teenagers for CareerSource's Summer Internship Program, and recruited for TurningPoint Healthcare Solutions | | |
| Executive Assistant to the President | Junior Achievement of Central Florida | 04/2015-10/2015 |
| <ul style="list-style-type: none">• Planned monthly board meetings and Annual Board Retreat• Assisted with the Annual Fundraiser/Hall of Fame event• Responsible for answering multiple telephone lines and reception• Managed MS Outlook calendar as well as email inbox and outbox• Responsible for donor correspondence• Entered HR changes in HRIS• Oversaw Onboarding and IT needs for new hires | | |

CNL Financial Group, Orlando, FL**03/2004-12/2014****HRIS Analyst****CNL Financial Group, Inc.****03/2008-12/2014**

- Responsible for all data entry into HR system (on-boarding, promotions, department transfers and off-boarding)
- Produced and disseminated monthly and annual reports for management
- Managed an RFP process and implementation of a new HRIS in 2012-2013
- Assisted with the Benefits Open Enrollment
- Tracked company-wide Annual Performance Reviews
- Assisted with compensation market analysis
- Assisted with tracking quarterly paid out bonuses for sales team
- Spearheaded Teambuilding and Recognition initiatives for the Human Capital and Corporate Communications team

Executive Assistant to the Chief Human Capital Officer**CNL Financial Group, Inc.****01/2007-03/2008**

- Responsible for answering multiple telephone lines
- Managed MS Outlook calendar as well as email inbox and outbox
- Managed Teambuilding events

Executive Assistant to the Chief Tax Officer**CNL Financial Group, Inc.****03/2006-01/2007**

- Spearheaded an overhaul of department-wide procedures
- Responsible for answering multiple telephone lines
- Managed MS Outlook calendar as well as email inbox and outbox
- Reviewed and summarized legal documents

Executive Assistant to the Chief Operating Officer**CNL Financial Group, Inc.****03/2004-03/2006**

- Assisted with a large-scale downsizing initiative
- Responsible for answering multiple telephone lines and reception
- Managed multiple executive calendars as well as email inboxes and outboxes
- Managed the COO's board participation with Junior Achievement of Central Florida
- Managed the COO's board participation with Heart of Florida United Way

St. Mary's-on-the-Highlands Episcopal Church, Birmingham, AL**04/1996-02/2004****Executive Assistant to the Rector****St. Mary's-on-the-Highlands****01/2001-02/2004**

- Responsible for church database and parish recordings of baptism, weddings, etc.
- Took dictation for weekly sermons and Rector's correspondence
- Liaison with parishioners during weddings, funerals and special events
- Supported Vestry with minutes and meeting set up

Publications Secretary**St. Mary's-on-the-Highlands****01/1998-01/2001**

- Produced and mailed a weekly newsletter and various postcards
- Typeset and copied weekly bulletins
- Assisted with special projects

Parish Secretary/Receptionist**St. Mary's-on-the-Highlands****04/1996-01/1998**

- Responsible for answering multiple telephone lines and reception
- Typeset, copied and mailed weekly postcards
- Typeset, copied and folded weekly bulletin