

LAILONNIE KEENE

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February 8, 2024

Human Resources
Personal & Confidential
TLD AMERICA
812 Bloomfield Avenue
Windsor, CT 06095

RE: EXECUTIVE ADMINISTRATOR (WINDSOR, CT)

To Whom It May Concern:

Currently, I am a resident of Southwick, Massachusetts, eagerly seeking a flexible, remote opportunity as an Executive Administrator.

With over 20 years of progressive office management, administrative, accounting, sales, and customer service experience, I've had the opportunity to work with senior leaders at the following companies: MassMutual Life Insurance Company, MassMutual Financial Group & Convention Center, MetLife, Genuine Parts Company, Primerica Financial Services, Kannaway, United Technologies Corporation, and ABB Combustion Engineering.

Geared toward success, I continue to seek growth by diversifying my experience. I'm a motivated person who exudes positivity with a strong emphasis on customer relationships. With an understanding of the current market conditions and what it takes to succeed, perseverance is what you should expect from me. I am an enthusiastic person who lives in a world of possibilities and become very excited about new opportunities to help other people. This enthusiasm lends me the ability to inspire and motivate others. I love life and strive to make the most out of it.

In response to your recent job posting, attached is my resume for your review. Salary requirements are negotiable; however, if you would like to schedule an interview or initial phone screening, please feel free to contact me at (413) 896-9240 on my cell or (413) 998-3063 at my home office.

Thank you for your consideration, and I look forward to hearing from you soon.

Respectfully yours,



Lonnie Keene

LONNIE KEENE

POSITION OBJECTIVE

Obtain a position in a growth-oriented company as an Executive Administrator. Demonstrate ability to manage multiple projects, people, and priorities effectively. Promote honesty, integrity, and effective working relationships with associates at all levels through teaming, continuous improvements, motivation, and enthusiasm.

TECHNICAL EXPERTISE

📁 Computer Skills and Concepts:

📁 MS Office Suite (Word, Excel, PowerPoint, Teams)

- | | | |
|-----------------------|-----------------------|---------------------------|
| ~🔗 Cliqbook/Concur | ~🔗 Wang PC | ~🔗 Apple Macintosh - 1993 |
| ~🔗 SAP | ~🔗 MS Works, MS Money | ~🔗 Harvard Graphics |
| ~🔗 Schedule+, Outlook | ~🔗 Word Perfect 6.1 | ~🔗 Peach Tree |
| ~🔗 JD Edwards | ~🔗 Medical Manager | ~🔗 QuickBooks Online Plus |
| ~🔗 MultiMate | ~🔗 Lotus Notes 4.0 | |

ENTREPRENEURIAL EXPERIENCE

KEENKUT LANDSCAPING

PO Box 548
Southwick, MA

Business Owner/Entrepreneur/Certified WBE

January 2001 - present
HIC License #0626063 (State of Massachusetts)

Handle all aspects of a family-owned landscaping business with efficiency and effectiveness including but not limited to customer service, augmentation, overseeing and tracking accounts payable billings and accounts receivable invoices, budget plans and reconciliations, daily operations and decision-making, attend meetings with affiliated associations and new customers, create contracts and pricing strategies, network marketing, website implementation, hiring and staffing coordination, payroll and attendance tracking, creating, updating, and conducting Year-End Personal Evaluations (PEP Program) and helping to maintain employee satisfaction concerning the daily details and workings of the overall workplace environment, attaining proper permits, licensing, insurances, inspections, and audits, supervision of staff, preparing requests for proposal and quotations, monthly/quarterly reports and year-end tax preparation and reporting.

KANNAWAY

Subsidiary of Medical Marijuana, Inc.
10525 Vista Sorrento Parkway, Suite 200
San Diego, CA 92121

Brand Ambassador/CBD Educator

02/2019-present



Our goal is to share the life-changing benefits of hemp-based cannabidiol (CBD) with every individual and family and empower you to do the same for your community.

OTHER PROFESSIONAL SERVICE EXPERIENCE

MASSMUTUAL LIFE INSURANCE COMPANY

100 Bright Meadow Boulevard, M258
Enfield, CT

Administrative Assistant – Full Time Permanent

Retirement Income Group - Product Management
for Income Solutions & Platforms & Service
Strategy
January 2008 – November 2010

Strong contributor in providing administrative support to the Vice President of the Retirement Income Group, Vice President of Income Programs, Vice President of Income Products, Business Architect, Vice President of Marketing, and Vice President of Program Strategies for the Springfield, MA, Enfield, CT, and New York offices. Duties included organization of workflow, meeting/conference arrangements, maintaining calendars, correspondence preparation, documentation control management, purchasing, accounts payable, expense report reconciliation, meeting minutes for the Retirement Management Account (RMA), maintained special files and tickler, assumed responsibility for routine operations of office and responded appropriately and professionally to situations that arise, general office management, and any other special projects including but not limited to research, Compliance (CWO Team), and Vendor Management programs with accuracy for reporting and on-time delivery.

METLIFE DISABILITY

628-2 Hebron Avenue
Glastonbury, CT

Administrative Assistant – Full Time Permanent

Disability Operations – Clinical/ Operational
Product Management for LTD Specialty Ops
October 2004 – January 2008
Disability Operations – Clinical/ Operational
Product Management for LTD Specialty Ops
October 2004 – January 2008

628-2 Hebron Avenue
Glastonbury, CT

Provided regional support for several offices including Glastonbury, CT, Mt. Prospect, IL, Utica, NY, and Bridgewater, NJ. Supported the LTD Operational Product Management Team (Site Lead, Director, Process Owners, LTD Liaison, Human Resources Generalist, Operation Manager, and Documentation Specialists) under Group Disability Claims Operations. Duties included attendance and payroll, meeting/conference arrangements; maintained multiple calendars and conflicting schedules, correspondence preparation, documentation control, purchasing, accounts payable and expense report reconciliation, maintained confidential files and tickler system, general office management, and any other special projects including but not limited to vendor management and creation of customer workflows for the National Accounts and Customer Delivery Team.

GENUINE PARTS COMPANY

1260 Newfield Street
Middletown, CT

Executive Assistant – Full Time Permanent

Supervisor: Eastern Division Vice President
April 1999 – November 2001

Provided executive-level assistance to Vice President. Made travel arrangements and supported human resources functions as needed. Work closely with executive's management and their assistants throughout the organization. Managed eight secretaries and assisted accounting department in A/P, A/R, bank deposits, financial reports, mailings, data entry, copying, and filing.

PRIMERICA FINANCIAL SERVICES

43 Hall Avenue
Wallingford, CT

Personal Financial Analyst – Part Time

Supervisor: Regional Vice President
February 1998 – February 2000

Attained client base through recruiting, network marketing, i.e., friends, colleagues, family, and referrals. Assisted, taught clients/prospects utilizing the Financial Needs Analyses on how to get the most money for their money. Utilized Citigroup, partner companies, and the equity builder as a source of fulfillment to customer needs.

ABB COMBUSTION ENGINEERING, INC.*Administrative Assistant – Full Time Permanent*

1000 Prospect Hill Road
Technicians
Windsor, CT

Supervisor: Director, Managers, Engineers, &

June 1989 – July 1994

Provided smooth and efficient administrative support for 3 executives and 27 professional staff members for the PPL division. Daily responsibilities included:

- Prepared expense reports from receipts
- Maintained calendars
- Prepared all domestic/international travel requests
- Composed, edited, proofread, copies, and distributed correspondence
- Utilized JDE for tracking projects, labor and DDL charges
- Secured confidential files and maintained existing files
- Processed invoices, check requests, petty cash for A/P and issued project numbers for customer billing
- Compiled project reports for quality metrics
- Prepared out-time and vacation schedules
- Updated confidential personnel files (PAF)
- Issued requisitions for PO's – logged into Excel spreadsheets
- Screened, organized, distributed, and determined mail priority
- Posted employee-related bulletins
- Supplied administrative forms centrally
- Maintained office supplies
- Answered and routed telephone calls, transmitted instructions, investigated and answered inquiries

THE DANCE SLIPPER*Dance Instructor – Choreographer*

10 Industrial Rd.
Southwick, MA 01077

Certified by Dance Masters of America
September 1981 – June 1987

Shared the love of dance, demonstrated hard work and dedication, raised the bar for students to reach higher goals, touched the lives of many people and children with compassion and respect for teachers before me with the same attitude and mindset.





EDUCATION**Bay Path College – Longmeadow, MA**





Associate Degree in Science (A.S.)

Certified Professional Secretary

September 1987 to May 1989

ACADEMIC EXPOSURE

-  Accounting I & II
-  Business Writing
-  Economics
-  Keyboarding (78 wpm)

-  Contemporary Business Law
-  Behavioral Science
-  Shorthand/Transcription I, II, III (125 wpm)
-  Secretarial Office Practice

PERSONAL INTERESTS

Travel, camping, boating, hiking, biking, nature adventures, and everything health & wellness (Zumba classes, gym workouts, and yoga); real estate investing, gardening, and landscape design.

REFERENCES

Available upon request



Executive Administrator (Windsor, CT)



POSITION SUMMARY

The Executive Administrator plays a crucial role in providing on site support to the leadership team and ensuring the efficient day-to-day operations of the organization. This position requires a proactive and organized individual with excellent communication and prioritization skills.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assist in the preparation of meeting materials, agendas, and presentations
- Disseminate company news and information to employees
- Provide support and assistance to as to external contacts visiting the site- such as accommodations, organizing meals, Letters of Invitation, and transportation
- Assist Sales with organization and planning of Trade Shows and Corporate Events
- Plan, organize, and schedule company meetings in the office, off-site, and via videoconference
- Manage the front desk, including answering and directing phone calls, greeting visitors, and handling inquiries
- Provide high-level administrative support and assistance to the leadership staff
- Monitor and order office supplies as needed
- Act in compliance with ethical and business conduct rules in accordance with group procedures and policy

QUALIFICATIONS AND EXPERIENCE:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Excellent verbal and written communication skills
- 2-3 years prior experience as an Administrative Assistant
- Excellent organizational and multitasking skills
- Project management experience
- Proficient in Microsoft Office Suite
- Proven track record in coordinating executive travel and customer visits, leveraging experience collaborating with travel agencies, etc. to manage seamless itineraries.
- Maintain a high level of professionalism, confidentiality, and discretion.
- Address and resolve routine administrative problems independently
- Escalate complex issues to management when necessary
- Experience working with Executives and Sr Leadership a plus
- **Pay Range: \$30-\$35/hr**

EDUCATION:

High school diploma or equivalent; additional certification or coursework in office administration is a plus. Bachelor's Degree preferred.

TLD provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law. Further, TLD takes affirmative action to ensure that applicants are employed and employees are treated during employment without regard to any of these characteristics. All recruiting, hiring, training, promotion, compensation, and other employment related programs are provided fairly to all persons on an equal opportunity basis without regard to race, creed, color, religion, sex, age, national origin, disability, veteran status, or any other characteristic protected by law. Employment decisions are based on the principles of equal opportunity and affirmative action.

TLD is committed to ensuring that its online application process provides an equal employment opportunity to all candidates, including individuals with disabilities. If you believe you need a reasonable accommodation in order to search for a job opening or to submit an application, please [contact us](#) at jobs.help@tld-america.com. Only messages sent for this purpose will be reviewed.

[EEO is the Law \(English\)](#)

[EEO is the Law \(Spanish\)](#)

Department: TLD ACE

This is a non-management position

This is a full time position