

KRISTEN R. ZAMPINO

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**C-SUITE EXECUTIVE ASSISTANT | EFFICIENCY | EFFECTIVE COMMUNICATION | GOAL FOCUSED
ADMINISTRATIVE SUPPORT | LOGISTICS | LEADERSHIP | MANAGEMENT | OPERATIONS
HUMAN RESOURCES | RESULTS ORIENTED | TIME MANAGEMENT | TRAVEL PREPARATION**

Operations & Efficiency Expert who is a well-organized, detail-oriented, proactive, integrity driven leader. Conscientious ability to identify, evaluate, and execute key business strategies that enhance profit margins, improve operational performance and efficiency to ensure high levels of client satisfaction. Outstanding communicator, motivator and leader with proven history of success. Recognized as an ambitious & methodical self-starter. Consistently adds value through insightful analysis, process improvement, and problem-solving skills for strategic planning and execution in managing business operations and logistics. Passionate and experienced systems thinker who tackles planning, directing, or coordinating operations of small start-ups to large Fortune 500 organizations in public, private and non-profit sectors.

CORE COMPETENCIES

- Attention to Detail
- Calendar Management
- Communication Skills
- Confidentiality
- Customer Service
- Event Planning
- Fiscal Accountability
- Meeting Prep & Minutes
- Organizational Skills
- Prioritization Skills
- Problem Solving
- Process Improvement
- Project Management
- Record Retention
- Relationship Building
- Resourcefulness
- Sound Judgement
- Team-Oriented

CAREER HIGHLIGHTS

Process Improvement and Project Management at Momentum Dynamics & PAGCG:

- Spearheaded **due diligence audit process** prior to valuation reporting, large investments, and possible acquisition
- Created employee onboarding and training process, which reduced training time from **2+ months to 2 weeks**
- Researched company safety, training & payroll policies & procedures resulting in a potential annual **savings of \$13k**
- Negotiated purchasing contracts for on-site printing resulting in annual savings of **\$171k & 520 labor hours** annually
- Planned successful events for upwards of **300+ attendees**

Employee Development, Operations and Sales Management at Staples, Inc:

- Managed and trained **200+ employees** in **eight retail stores** with annual sales ranging from **\$2M - \$8M**
- Orchestrated and executed **nine successful new retail stores** construction and remodels
- Led sales increase of over **12%** from the prior year in a **\$5M** annual store
- Increased print and marketing department revenue from **\$200K to \$498K per year** with a **60%+** margin
- Received three **service & sales excellence awards** & several letters of recognition from customers and management

PROFESSIONAL EXPERIENCE

Efficient Assistant, LLC , Malvern, PA, <i>Owner</i>	2015 - Present
Philadelphia Area Great Careers Group , King of Prussia, PA, <i>Executive Assistant to the President</i>	2018 - Present
Momentum Dynamics , Malvern, PA, <i>Executive Assistant to the CEO</i>	2013 - 2018
Uzman Engineering , Malvern, PA, <i>Part Time Executive Assistant to the President</i>	2013 - 2018
Redding Reflections Photography , Royersford, PA, <i>Freelance Photographer</i>	2009 - Present
Staples, Inc , Chester County, PA <i>Assistant Manager & Other Various Roles</i>	1998 - 2013

EDUCATION

- Masters Level coursework in Psychology, Immaculata University 2005
- BA, Major in Criminal Justice, Minor in Sociology, Pennsylvania State University 2004

CONTINUING EDUCATION & VOLUNTEER

- C.E.R.T. Community Emergency Response Team, Certification 2016
- Serving Vulnerable Populations in Times of Trauma, Course 2018
- Philadelphia Area Great Careers Group, Secretary 2018-Present
- Religious Organizations, Weekly Volunteer & Launch Team Member 2010-Present