

# 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** person who is a well-organized, detail-oriented, proactive, integrity driven leader. Excellent communicator who 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

**Philadelphia Area Great Careers Group**, King of Prussia, PA

Mar 2018 - Present

### *Executive Assistant to the Executive Director*

- Support business operations; maintain calendar and devise office systems to create a more efficient workflow
- Design company documentation standards, meeting minutes, agendas, and marketing materials
- Assist in planning over 400 events a year while performing various administrative tasks

**Momentum Dynamics Corporation**, Malvern, PA

2013 - 2018

### *Executive Assistant to the CEO*

- Collaborated with CEO and VPs to prioritize needs, while tracking and executing follow-up
- Acted as a point of contact between CEO, senior management, legal team and internal departments
- Communicated directly on behalf of CEO to investors, board members, staff, customers, and business partners
- Co-wrote and incorporated a comprehensive employee handbook, training, and company operations manual
- Organized and maintained confidential CRM database, employee and investor onboarding, email, and social media
- Upheld confidential information with the CEO & founders
- Managed calendar, international travel, planning and execution for meetings including annual shareholder meeting
- Resolved employee needs and grievances eliminating the need for CEO or senior management involvement to avoid distraction from their workflow and priorities

**Uzman Engineering**, Malvern, PA

2013 - 2018

**Part-Time Personal Assistant to the President**

- Worked devotedly with the President, who was also a Founder, VP and Board Member of Momentum Dynamics
- Provided personalized administrative duties and acted as a right-hand support for professional and personal life balance

**Staples, Inc.**, Six Locations in Chester, Delaware & Montgomery Counties, PA

2000 - 2013

**Operations Manager | Sales Manager | Assistant Manager**

- Oversaw daily sales financials and operations of eight Fortune 500 retail locations with annual sales up to \$8M
- Managed customer service, marketing, policy implementation, loss prevention, staff hiring and development, profit and loss; budgeting and forecasting
- Supported General Managers, Regional and District Managers administratively
- Collaborated with contractors and vendors on project management for new store and remodel construction
- Coached and trained associates on improvement of customer satisfaction and sales metrics
- Developed managers in training to move onto new roles in management

**Copy & Print Center Manager | Sales Associate** Two Locations in Chester County

1998 - 2000

- Built a team of strong, experienced, and confident individuals who could perform independently, but collaboratively
- Served as the regional expert on aspects of production, finishing, and third-party services in the Copy & Print Center
- Tracked and compared sales through analysis of monthly profit and loss statements while developing new business
- Interned for Loss Prevention team

## EDUCATION

- Masters Level coursework in Psychology, Immaculata University 2005
- BA, Major in Criminal Justice, Minor in Sociology, Pennsylvania State University 2004
- Villa Maria Academy 2000

## TECHNOLOGY SKILLS

- **Accounting & CRM:** And.co | Dubsado | FreshBooks | QuickBooks | Salesforce | Wave
- **Design:** Adobe Acrobat | Illustrator | Photoshop
- **Email Blasts:** Constant Contact | MailChimp
- **OS & Word Processing:** MAC IOS | PC Windows | Google Suite | Microsoft Office | 40 WPM Type Speed
- **Project Management:** Asana | Smartsheet | Teamwork | Trello
- **Video/Web Conferencing:** WebinarJam | Zoom

## VOLUNTEER

**Full Circle Healing Center**, Malvern, PA

2019 - Present

- Start Up volunteer for an upcoming treatment facility for victims of sexual abuse and human trafficking

**Philadelphia Area Great Careers Group**, King of Prussia, PA

2018 - Present

- Secretary, Board of Directors

**Religious Organizations**, Royersford & Exton, PA

2009 - Present

- Start-up Launch Team member & volunteer
- Support pastors with catalog design, special events, and weekly services

## CONTINUING EDUCATION & CERTIFICATIONS

- Psychiatric Service Dog Team Certification, Main Line Deputy Dog 2019
- Serving Vulnerable Population in Times of Trauma, Phila. Dept of Public Health 2018
- C.E.R.T. Community Emergency Response Team, Chester County 2016
- Youth Mental Health First Aid, Chester County 2016
- CPR & First Aid Certifications 2016