

KRISTEN R. ZAMPINO

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**C-SUITE EXECUTIVE ASSISTANT | EFFICIENCY | EFFECTIVE COMMUNICATION | GOAL FOCUSED
ADMINISTRATIVE SUPPORT | LOGISTICS | LEADERSHIP | MANAGEMENT | OPERATIONS
NHW/UHNW HOUSEHOLD MANAGEMENT | TIME MANAGEMENT | HUMAN RESOURCES**

Operations & Efficiency Expert who is a well-organized, detail-oriented, proactive, integrity driven leader. Goal oriented 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
- Employee Management
- Human Resources
- Organizational Skills
- Problem Solving
- Process Improvement
- Project Management
- Record Retention
- Relationship Building
- Resourcefulness
- Sound Judgment
- Team-Oriented

CAREER HIGHLIGHTS

Process Improvement and Project Management at Efficient Assistant, Momentum Dynamics & Great Careers Group

- Assisting in **household & property management** for 10,000 sf estate on a 35-acre property with rentals
- Small Business project oversight, vendor coordination, employee management & processes for workflow efficiency
- 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 **\$17k & 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>	2018 - Present
Great Careers Group , King of Prussia, PA, <i>Exec Assistant to the Executive Director</i>	2018 - 2020
Momentum Dynamics & Uzman Engineering , Malvern, PA, <i>Executive Assistant to the CEO & President</i>	2013 - 2018
Staples, Inc , Chester County, PA <i>Operations Manager, Sales Manager & Other Various Roles</i>	1998 - 2013

EDUCATION

- Masters Level coursework in Psychology, Immaculata University 2005
- BA, Major in Administration of 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
- Great Careers Group, Secretary 2018 - 2020
- Religious Organizations, Weekly Volunteer & Launch Team Member 2010-Present