##### AMY DOWNS

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# PROFESSIONAL PROFILE

# Over 15 years’ experience as an Executive Assistant for senior management, presidents, and owners of companies ranging in size from 40 to 200 employees. Proven record in managing complex schedules for up to 6 executives both personal and professional. Expertise in travel, meeting and special events planning, execution, follow up, and project management. Keen ability to cultivate and managing relationships with employees, management, vendors and clients. Willing to go the extra mile to achieve objectives. Operates with high standards at work and with high expectations of oneself. Approaches every day with a commitment to provide outstanding support.

Administrative Assistance

Office Administration

Event Planning

Microsoft Outlook

Executive Assistant

Travel Arrangements

Executive Support

Calendaring

Event Management

Customer Service

Meeting Minutes

Agendas

Project Management

Performance Management

Operations

Human Resource

Management

Marketing

Community Relations

Sales

Liaison

#  EXPERIENCE

##### Peck and Hiller, Napa, CA January 2019 – January 2020

## Executive Assistant to President

1. Provide administrative support in the day to day operations of the President:
* Manage the calendars both professional and personal, requiring coordination of complex meetings with clients, internal and leading executives and re-balancing commitments.
* Gather and assimilate materials for internal and external meetings
* Screen and prioritize all incoming email/mail, respond to critical and timely issues where appropriate and forward other matters to relevant personnel.
* Help in development of meeting agendas with input from key constituents; compose minutes and track associated action items.
* Provide administrative support in day to day operations of the President.
* Project Management for both administration and field.
* Project support to human resource, accounting and operations departments.
* Operation of all standard office equipment and technology on daily basis to compose, manage, and edit various reports, documents, and projects.
* Represent President to external audiences through initial contact meetings or telephone conversations.
* Serve as ‘Gate Keeper’ between President and company staff.
* Regular attending of webinars for personal and professional development on programs related to projects and timekeeping.
* Create, execute and manage employee web site for online branded product orders.
* Catalogue pictures from jobs and create/update website with current jobs, pictures and stats.
* Key administrator and contact for phones, security, computers, & IT.
* Manage personal affairs as directed.

##### Hahn Family Wines, Napa, CA March 2013 – March 2018

## Executive Assistant to President/ Office Manager

1. Provide administrative and project support to President in all facets of operations:

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* Provide direct support to ensure complete, timely and accurate closure of all confidential and sensitive projects.
* Manage complex schedules for President and Executives (up to 14 Sales Executives and 5 internal Executives) and increase productivity by screening incoming communications and requests and managing as appropriate.
* Plan and travel to board meetings, sales meetings, sales incentives, and special events for President, board members and executive team.
* Manage all reward programs for executive team.
* Manage office of up to 14 people.
* Manage business affairs for President:
* Organize meetings between internal executives and other leading executives on a domestic and global scale.
* Work with all departments to coordinate events in conjunction with and around President and winery calendars.
* Conduct specific research projects on behalf of President and negotiated pricing for sales meetings and holiday gifts for the company.
* Project management as directed by President, board members, HR, Winemaker, and executives.
* Manage specific confidential matters by gathering and notarizing documents.
* File travel and expense reports for executive team up to $250,000.
* Create and execute on-boarding procedures.
* Manage Domestic and Export Sales
* Input of all domestic and export sales on daily basis.
* Direct liaison with warehouse and distributors for orders and pick up dates.
* Knowledge of all inventories, availability and launches of product.
* File all export paperwork needed to stay compliant with winery, state, and country as well as company licenses and contracts.

##### Francis Ford Coppola Presents, Napa, CA March 2006 – August 2012

## Sales Support Manager

* Provide administrative support in the day to day operations the VP of Sales and National Sales Team:
* Manage the calendars requiring coordination of complex meetings with clients, internal and leading executives and re-balancing commitments.
* Gather and assimilate materials for internal and external meetings
* Operation of all standard office equipment and technology on daily basis to compose, manage, and edit various reports, documents, and projects.
* Work with all departments to ensure new product, inventory, launch dates.
* Liaison to the wine warehouse for inventories and specialty items.
* Back up Domestic and Export order desks.
* Manage daily/annual shipment reports, point of contact for all customer service.
* Manage daily logistics and financial reports supporting 1.5 million case sales.
* Support National Sales Team (up to 50 people), inclusive of sales tracking, reporting, National Sales event management.
* Create, maintain, and distribution of monthly sales newsletter.
* Ensure departmental milestones are met while adhering to approved budgets.
* Streamline operational efficiencies by developing and implementing customer service protocols and standards.
* Support sales management to optimize business development.
* De-escalate customer issues and concerns with prompt follow thru.

**CERTIFICATIONS/TECHNICAL SKILLS**

Microsoft Office

Outlook

Slack

Asana

Traction

Concur

Diver

OneDrive

Google Docs

NAV

AV

Ring Central

Fred Pryor - Business Writing & Grammar

Timekeeping