

LYNDA RAE MADAGHIELE

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GreatCardsandVirtualAssistance.com

Your business will thrive with greater efficiency as the result of my outstanding detail-oriented virtual administrative and customer support services

EXPERIENCE SUMMARY:

- Virtual assistant (8 years)
- Onsite administrative/executive assistant (23 years)
- Volunteer coordinator for worldwide convention (10 years)
- Private business college instructor (9 years)
- Stress management facilitator and instructor (10 years)
- Self-employed (24 years)

SKILLS SUMMARY:

- Virtual assistance
- Microsoft Office PC software
- Proofreading and editing
- Written/verbal communications
- Transcription, typing, spreadsheets
- Project coordination
- Meticulous attention to detail
- Onsite event support
- Relationship/appreciation marketing
- Database maintenance
- English grammar and punctuation
- Internet research
- Team player
- Self-starter, self-directed

PROFESSIONAL EXPERIENCE:

- Apr 2017 - Present **Virtual Assistant/Team Member**
Open Sky Sales and Marketing, Phoenix, AZ
Provide virtual and onsite project support for expos; prepare Excel spreadsheets, support documents and weekly status reports; proofread marketing materials, send customer service emails and make follow-up phone calls to exhibitors, provide training and coaching for team members, write PA announcements and emcee scripts, collect post-event feedback from participants, participate in team calls and planning
- Jan. 1997 - Present **Co-owner/Coordinator/Facilitator/Administrator**
Lynray, Inc., Sioux Falls, SD
Provide project support for speakers and workshops; proofread and edit books, marketing, and workshop materials; maintain databases, lead and coordinate wellness events, design and send greeting cards for relationship/appreciation marketing purposes, perform basic website edits and social media posts, transcribe audio and video files, type documents, perform basic accounting and daily organizational operations.

- Sept 2007 – Present
Relationship/Appreciation Marketing Consultant/Affiliate, Virtual Assistant
SendOutCards, Salt Lake City, UT
Perform daily operations of the business including management, customer service, database management, computer-based design of greeting cards and card campaigns, virtual assistance for customers to help with their relationship/appreciation marketing efforts
- June 1989 – May 1998
Executive Assistant
American Express TRS Co., Phoenix, AZ
Genesis SE Project, Strategic Business Systems Development
Provided administrative support for vice president and 80 team members; initiated and conducted special interactive stress reduction talks/demos for team meetings and individual coaching.
- Nov. 1984 - April 1989
Instructor, Administrative Assistant
National Education Center, Phoenix, AZ
Taught wide variety of adult education business and secretarial courses; assisted with student/teacher course scheduling, maintained students' academic records and computerized attendance, coordinated graduation exercises.
- Aug. 1972 – Oct. 1985
Various Instructor, Curriculum Consultant, Assistant Director, and Administrative support positions
Apollo Education Corporation, Phoenix, AZ
Adelphi Business College, Phoenix, AZ
The Lamson Colleges, Glendale, AZ
Glendale Union High School District, Glendale, AZ
Buena High School, Sierra Vista, AZ
Purdue Alumni Association, Lafayette, IN

EDUCATION:

Certified Stress Management Facilitator and Instructor, 1994
3 in 1 Concepts, Burbank, California

Post-graduate studies in instruction, 1990 – 1993
Northern Arizona University Extension, Phoenix, Arizona

B.S., Business Education, 1971
Oklahoma State University, Stillwater, Oklahoma

REFERENCES:

References provided upon request