

JESSICA ENGSTROM

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EVENT AND TRAINING COORDINATOR ~ ADMINISTRATIVE SUPPORT ~ HR ASSISTANT

CUSTOMER SERVICE ~ FISCAL OPERATIONS ~ COMMUNICATIONS

Dynamic, accomplished **Administrative Professional** with over 14 years of progressive experience in administrative and executive support, customer service, and fiscal operations. Thrives in fast-paced environments managing numerous competing deadlines and projects while ensuring high-quality execution and client satisfaction. Known for excellent communication and collaboration skills with the diligence, self-perseverance and drive to consistently deliver on goals. Builds and maintains lasting relationships, driving project objectives through a people-focused approach. Out-of-the-box, analytical thinker and creative problem-solver committed to making continuous improvements in process and communication to enable growth.

CAREER HIGHLIGHTS

- More than fourteen years of success leading company efforts for Universal Remote Control, meeting project and business needs, and providing outstanding internal and external administrative support.
- Performs travel and logistic coordination including venue bookings and contract negotiation, accommodation planning and organization of events' material and promotional items.
- Builds and maintains cross-departmental relationships throughout the organization to support goal achievement, including partnering with the sales, training and Human Resource departments to ensure goal achievement.
- Cultivated positive relationships with clients and colleagues, leveraging excellent communication skills converse with clarity and diplomacy to individuals from diverse backgrounds and expertise.

SKILLS & EXPERTISE

Executive Support ~ Collaboration ~ Communication ~ Client Relations
Administrative Management ~ Customer Service ~ Event Planning ~ Problem Resolution
~ Relationship Building ~ Travel Coordination
Vendor Negotiations ~ Time Management ~ Recordkeeping ~ Scheduling ~ Marketing Liaison ~

CAREER HISTORY

OFFICE ADMINISTRATOR - ACCOUNTING

2020 - Current

M.L. CONDON, INC.: WHITE PLAINS, NY

Office Administrator for a family owned business in the lumber industry grossing over \$10 million annually.

TRAINING AND EVENT COORDINATOR, MARKETING LIAISON & ASSISTANT TO HR

2017 – 2020

UNIVERSAL REMOTE CONTROL (URC), INC: HARRISON, NY

Training Coordinator effective in arranging and supporting in-person and virtual training events, trade shows & conventions. Experience in managing multiple events & projects within fast-paced, ever-changing environments while keeping up with marketing projects, customer service and HR assistance.

HIGHLIGHTED RESPONSIBILITIES

- Performs both domestic and international travel arrangements and accommodations, preparing advance materials, coordinating reminders and scheduling, and proactively identifying and resolving concerns.
- Oversees promotional program communication and distribution of training support materials.
- Provides prioritization for incoming inquiries, guests, calls, emails, and correspondence, as well as maintaining filing and record keeping.
- Processed purchase orders via SalesPad for training events and tradeshow.
- Reconciles monthly expense reporting.
- Generates weekly reporting for executive team including past and upcoming events.
- Oversaw execution of contracts for events, negotiating directly with vendors, caterers, and site managers as well as maintaining the attendance sheets for trainings and events.
- Coordinating materials for Trade Shows & Conventions. Responsibilities included arranging catering, space & equipment rentals, ordering materials, arranging transport of materials from vendors to convention halls.

- Document preparation for marketing e-blasts. Proofreading, fact checking.
- Point of contact from suppliers to Training & Marketing.
- Managing record keeping of paid time off to Human Resources.

RETURNS ADMINISTRATION SUPERVISOR AND TRAINING COORDINATOR

2016 – 2017

SUPERVISOR AND CUSTOMER RELATIONS, RETURNS ADMINISTRATION

2010 – 2016

UNIVERSAL REMOTE CONTROL (URC), INC: HARRISON, NY

Served as primary contact for 17 sales representatives, internal sales team and outside end users, partnering closely with the Accounting department to perform returns and replacements.

HIGHLIGHTED RESPONSIBILITIES

- Utilized GP, SalesPad, and Everest to organize and process purchase orders.
- Provided b2b and end-user support regarding returns questions or current order and shipment status.
- Performed setup of all RA's for defective products.
- Wrote policies for departments on processing, warranty, system maintenance, reporting.

Additional Positions: Returns Administration, 2006 – 2009; Reception, 2006

ADDITIONAL CREDENTIALS

TOOLS & TECHNOLOGY:	Microsoft Word, Microsoft Excel, Microsoft Outlook, Google Docs, Google Calendar, CRM
EDUCATION:	High School Diploma, Mamaroneck High School, Mamaroneck, NY 2021 - Southern New Hampshire University - Business Administration Honors Roll 2021
COMMUNITY ENGAGEMENT:	Volunteers at NYC Road Runner races, Assisting Senior Citizens at the American Legion in Mamaroneck, NY at multiple events
INTERESTS:	Hobbies include running NYRR races, playing darts for the Irish American Women's league of Yonkers/Bronx and reading.
CERTIFICATIONS:	New York State Notary Public