

Jeni De La O

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PROFESSIONAL SUMMARY

Successful Executive Assistant with experience supporting C-level executives in non-profit and education. Proficient in executive support, project management, presentation creation, and communication coordination. Collaborates effectively optimizes processes, and improves efficiency. Kresge Arts Fellow with a passion for the arts.

SKILLS

- Executive administrative support
- Report generation
- Project oversight
- Scheduling and calendar management
- Meeting and conference coordination
- Cultural awareness

EXPERIENCE

NOVEMBER 2016-CURRENT

OA-III (C-9): Assistant To Director Of Accreditation And Continuous Improvement
Oakland University School of Education and Human Services | Rochester, MI

- Optimized key project turnaround times by 35% by evaluating internal processes
- Improved data processes and increased use of analytical reports by 80% through enhanced data mining and segmentation techniques
- Encouraged strong lines of communication with senior management to present audit findings in quarterly reports
- Directed complex projects with a high level of organization, time management, and attention to detail
- Led training sessions to adapt staff to new policies and procedures, increasing internal stakeholder utilization by 78%

NOVEMBER 2014-APRIL 2016

OA III (C-9): Assistant To Director Of Admissions
Oakland University | Rochester, Michigan

- Coordinated internal and external communication projects, strategic planning, and allocation of resources
- Interpreted data for over 40,000 applicants annually, complying with state, federal, legal, and administrative requirements
- Verified data accuracy and completeness with weekly validation queries, resulting in an error rate of less than 1%
- Supervised a team of 12 office, administrative, and customer-facing employees and improved staff performance through continuous monitoring and training
- Developed and implemented strategies to promote events with attendance ranging from 20 to 300
- Developed presentations for management covering progress, issues, modifications, and achievements

SEPTEMBER 2010-NOVEMBER 2014

Executive Assistant
Western Michigan University MetroDetroit | Royal Oak, Michigan

- Decreased inquiry response time by 22% by analyzing internal processes for optimization and acceleration initiatives
- Verified integrity and met expenditure caps with a 5% margin by reviewing contracts, service agreements, and procedural guidelines

- Managed onboarding processes for new office technologies and services
- Created and executed the annual communication plan and outreach calendar covering 15 districts and ISDs in Southeast Michigan
- Tracked market trends and preferences with CRM, increasing audience retention by over 40% in two years
- Systemized set-up and break-down schedules for vendor booths and catering areas and assessed events for future planning

Anthology Editor

EDUCATION

Tin House (2022)

Kresge Arts in Detroit Fellowship (2021)

Associate in Arts (A.A.)

Miami Dade College, Kendall, FL