

**AMBER HEINLE**  
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314-448-3424

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**Pay Range: Negotiable**

**Professional Summary:** Detail oriented professional with 10+ years of experience in numerous industries: legal, consulting, insurance, and manufacturing. Proven trustworthiness with in-depth expertise in assisting C-Suite Executives with confidential and personal information. Self-starter with a talent for aligning business objectives with comprehensive administrative knowledge. Proficient knowledge of software databases, financial functions, and operational efficiency. Equipped with exceptional ability to facilitate all aspects of internal and external communications and support day-to-day operational functions by working collaboratively across different teams throughout the organization.

### **Education**

Bachelors of Science  
Business  
Administration  
Emphasis: Management

*Cum Laude*  
*Dean's List*

University of Missouri,  
Columbia, MO

### **Certificates**

Notary Public  
State of Missouri

ICAgile Certified  
Professional  
-ICAgile

Lean Six Sigma White Belt  
-MSI (LSSWB)

Project Management  
Essentials  
-MSI (PMEC)

Executive Management  
-MSI (EMC)

Corporate Crisis  
Management  
-MSI (CCMC)

### **Travelers Protective Association of America** **Chief of Staff**

*Sep 2022 - Jun 2023*

- C-Level Executive Assistance
  - Peer to Chief Administrative Officer
  - Support to the Operations & Finance Manager
- Managing Workflow, Policy & Procedure
  - Processing and batching new member packets and payments
  - Maintain membership database
  - Upgrade and maintain procedure manuals for multiple positions
  - Creation of Standard Operating Procedures
  - Updating organization Bylaws and Articles of Incorporation
  - Incorporated a succession plan for retiring employees
- Operations
  - Preparation and implementation of Board Meeting agendas
  - Calendar management
  - Oversight of business offices
    - Installation/relocation/furnishing
    - Supply fulfillment
    - Vendor relations
    - Contract negotiations
    - Cleaning schedules
- Regulatory Requirements
  - Overview and editing of Bulletin and Supplemental Reports
  - Prepare, audit, and review Quarterly and Annual Statutory Statements
  - Review and prepare Management and Disclosure Agreements
  - Verify and make recommendations of SOC Reports from vendors
  - Review and prepare CGAD Report
  - Research and apply Insurance Statues
  - Filing Actuarial Memorandum
  - Prepare Independent Auditor's Report
- Event Management
  - Organize annual convention for 200+ attendees
  - Collect donations and record payment for annual auction
  - Recognition of board and employee birthdays and anniversaries
- Executive Communications
  - Primary contact for Board Members and various vendors
  - Training 29 Division Secretaries
  - Working with benefit promotional group to update member benefits

## **Business Applications**

### **Office:**

-Microsoft Suite to include Access Advanced Proficiency

### **Records Management:**

-ProLaw  
-ShareFile  
-SharePoint  
-DropBox  
-EPIC  
-Axapta (AX)  
-SalesForce

### **Accounting**

#### **Procedures:**

-DocuSign  
-Quickbooks  
-TriNet / ADP  
-Banking ACH

### **Remote Connectivity:**

-Citrix  
-Right Networks  
-Cisco AnyConnect

### **Communication**

#### **Platforms:**

-Slack  
-Skype for Business  
-Webex  
-Teams  
-Zoom  
-Facetime/Text  
-Facebook  
-Linked In Sales Navigator

- Facilitate communications between Board/Executive Leadership and staff
- **Human Resources**
  - New hire postings and recruiting
  - Initial phone interviews and in-person screenings
  - Hiring and salary negotiations
  - Direct Supervisor of new hires and onboarding process
  - Staff performance reviews and pay increases
  - Coaching and setting goals for staff
  - Analysis and recommendation for fair employment pay & practices
- **Financials**
  - Assisted and formulated annual budget of \$13M portfolio
  - Prepare and approve invoices
  - Approve and submit expenses for reimbursement
- **Information Technology & Marketing**
  - Sounding board for system upgrade
  - Understand and recommend investment strategies
  - Update TPA website for ease of use and offensive terminology
  - Update member benefits on website
  - Created organization's LinkedIn page and advanced outreach
- **Community Service Operations – TPA Hearing Trust**
  - Underwrite grant applications
  - Update grant paperwork for proper terminology
  - Primary contact for grant applicants
  - Preparation of quarterly Trustee meetings and agendas
  - Reconciliation of bank statements, stock and bond statements and reconciliation memos
  - Monthly closing of QuickBooks
  - Issue grants for approved applicants
  - Record and issue letters for donors
  - Active outreach to potential donors for the Trust
  - Prepare and disburse 1096s
  - Review annual audit of Trust

## **Daugherty Business Solutions**

### **Sales Executive Assistant- Partnerships**

*Sep 2021 - Sep 2022*

- **C-Level Executive Assistance**
  - Director of Innovation & Strategy
  - VP of Alliances/Partnerships
  - Solution Director
  - Director of Operations
- **Managing Workflow of Alliances Department**
  - Primary contact for external and internal communications
  - Compile and distribute weekly update to CEO
  - Research and report on new Partners or Fortune 500 Clients
  - Complex calendar and meeting management
  - Maintain Salesforce opportunities, contacts and updates
  - Kanban Board created for Work-In-Process items
  - Relationship management of Client Admins and C-Suite Clients
  - Procedure established for file management via Microsoft Teams
  - Manage sales collateral (SOWs, MSAs, NDAs)
  - Managing supplier diversity reporting requirements for key clients
  - Expense reporting
  - Travel coordination (Flights, Hotels, Rental Cars, Personal Drivers)

**In-Process  
Certifications**

SAFe for Teams Certified  
Professional  
-SAFe

Professional Administrative  
Certification of Excellence  
-ASAP (PACE)

SHRM Certified  
Professional  
-SHRM-CP

Six Sigma Lean  
Professional  
-MSI (SSLP)

Change Management  
Specialist  
-MSI (CMS)

**Volunteer  
Experience**

- 500+ hours
- Phoenix Family
- Mizzou Children's Hospital
- Central Missouri Humane Society
- Relay for Life
- Ronald McDonald House
- Food Bank of Central Missouri
- D&D Animal Sanctuary
- The Bluffs Retirement Home
- American Heart Association

- Operational Assistance
  - Responsible for documenting processes and procedures
  - Creation of formalized job descriptions & department hierarchy
  - Recruiting assistance, interviews, and onboarding for Sales Admin
  - Ensure proper marketing materials are available
  - Order, customize and distribute SWAG
  - Partner with Enterprise-Wide Executive Assistants
- Event Management
  - Partner-Sponsored luncheons and catering
  - Conferences
  - Internal Executive Trainings
  - Executive Meet Up (CDO/CTO Meetings)
  - Community outreach and charitable events (American Heart Association Heart Ball)
  - Organize and manage registrations, payments, and logistics

**Beltservice Corporation**  
**Executive Administrator**

*Sep 2019 - Sep 2021*

- Management of Administrative Department
  - Advancement within 1 year – Creation of Administration Department
  - Oversee 4 direct reports
  - Primary contact for external and internal emergency issues
- Policy, Process and Workflow
  - Creation of feedback surveys via Microsoft Forms for benchmarking
  - Blanket Confidentiality Agreement for legal protection
  - Policy for terminated employees and timeline for deletion
- C-Level Executive Assistance
  - President/CEO
  - Human Resources Director
  - Director of Information Technology
  - Chief Financial Officer
  - Director of Production and Operations
- Personal Assistant to President
  - LEAN Process for daily functions, personal and professional
  - Auto/Real Estate
  - Taxes/Trusts/Legal
  - Season tickets/memberships/events
- Office Management
  - Maintain and implementation of key tracking for all office equipment
  - Redesign the office layout expansion for new hires
  - Review and audit of leases and agreements
  - Manage scheduling of maintenance needs
  - Use, documentation, and audit for 30k company credit card
- Executive Communications
  - Quarterly updates from President
  - New hire/retiree announcements
  - Bonus structure changes and explanation
- Culture/Change Management
  - Drafting and execution of COVID Work-From-Home Policy
  - Creation of gift appreciation policy (Retirees, Births, Birthdays)
  - Appreciation Events- lunches, ice cream trucks, BBQs
  - Dedicated plant time to engage workers with management
  - Business learning library for continued education
  - Recruiting assistance for human resources

**Soft Skills Training  
Certificates**

**Management & Strategy  
Institute (MSI)**

Empathy & Emotional  
Intelligence

Self Confidence

Marketing Basics

Adaptability/Flexibility

Media Relations

Supervisory Skills

Business Acumen in  
Management

Employee Motivation

Employee Recognition

Human Resources

Communications

Teamwork

Problem-Solving

Time Management

Attitude & Work Ethic

Ability to Learn

Business Networking

Corporate Decision Making

Key Performance Indicators

Risk Management

Business Financial Literacy

- Corporate Project Manager
  - Due diligence and data mining for new acquisitions
  - Execution of Lean Manufacturing System
  - Ongoing brainstorming sessions for future development/strategy
  - Creation of an accountability chart/org chart
  - Recreating alternative software into O365 for major cost savings
  - Responsible for verifying departmental rocks/goals met
- Visitor Experience Manager
  - Standardized form for new visitor requests
  - Meeting agenda and streamlined content
  - Logistics, travel, and hotel
  - Hotel contract for minimized travel expenses
  - Redesign of conference rooms
  - Afternoon events & dinners
- Corporate Event Planning 5 to 500+ attendees
  - 50<sup>th</sup> Anniversary Gala
  - Corporate Lunches
  - Board Meetings
  - Annual Sales Meetings
- ERP Project System Admin
  - Security and Configuration Manager
  - DevOps Owner for centralized documentation
- Software System Admin
  - Special automation of emails and notifications
  - Customer portal registrations
  - Company management - Traction Tools
  - Administrator for all Corporate Teams for user management
- SharePoint Creation & Migration
  - Scanning and uploading to rid physical document storage
  - Migration of employees to OneDrive/Cloud System
  - Building SharePoint structure for each department
  - Creation of SOP's Site for LEAN Processes

**The Context Network, LLC  
Administrative Manager**

*Jan 2017 - Jun 2019*

- Human Resources
  - Benefits Management
  - Employee Relations
  - Payroll
  - Creation of employee handbook - policies and procedures
  - Grievance/Conflict Resolution
  - Training/Onboarding
  - Employee Evaluations
- Financials
  - Manage \$15+ million in company revenue
  - Credit card oversight and reconciliation
  - Accounts Receivable/Payable
- Information Technology
  - Uphold technology vendor relationships
  - Asset deployment and tracking
  - Licensing Compliance
  - Hardware/Software Procurement

## References

### **Mary Hoffman**

314-330-2354

Direct Supervisor

Williams, Venker & Sanders

### **Evan Gatch**

314-276-5613

Direct Supervisor

Daugherty Business  
Solutions

### **Kristen Porter**

248-930-0239

Co-Worker

Daugherty Business  
Solutions

### **Dimitria Davis**

618-580-8005

Co-Worker

Beltservice Corporation

### **Linda Schneider**

314-303-3588

Direct Report

Beltservice Corporation

### **Heather Schnoeker**

618-316-1271

Co-Worker

Williams, Venker & Sanders

- Facility Management
  - Oversight of business offices and corporate apartments
    - Installation/relocation/furnishing
    - Supply Fulfillment
    - Vendor Relations
    - Contract Negotiations
- Project Management
  - Brand identity and awareness
  - Executive Vice President operational duties/reminders
  - Facilitate stakeholders' travel and scheduling to include international travel
  - Coordination/planning/facilitation:
    - Annual Meetings
    - Board of Managers' Meetings
    - Job Fairs
  - Assisted corporate legal department and Department of Justice to provide documentation for Bayer's acquisition of Monsanto
  - Streamlined multiple software licenses into a single platform using Microsoft Office 365
  - Reviewed, analyzed and implemented telecommunications
  - Designed and implemented SharePoint website to facilitate communication internally and with clients

### **Charles L. Crane Agency Company**

#### **Administrative Assistant – Benefits**

*Aug 2015 - Jan 2017*

- Point of contact for insurance carriers
- Creation, revision and distribution of quotes, proposals and spreadsheets
- Client database and records management
- Verification of contract enrollments, terminations or extensions
- Coordination of personnel calendars, to include Director of Benefits
- Ensure compliance of HIPAA regulations for health and life policies
- Troubleshooting of office equipment
- Project Management
  - Migration of corporate bank accounts under direction of CFO
  - Physical to digital records archiving
  - Correction of upgraded policy database and responsible for training Benefit Department staff on best practices

### **Williams, Venker & Sanders LLC**

#### **Business Development Intern**

*May 2015 - Aug 2015*

- Project Management
  - Workflow analysis of digital records archiving, resulting in an annual firm savings of \$6,781.56
    - Implementation of asset reallocation practices
    - Completed project months before deadline
  - Importation and coding of new digital records into firm document management software

#### **Secretary/Receptionist**

*Jun 2014 - Aug 2014*

- Processing of new client files across multiple databases
- Receive and coordinate calls utilizing multi-line phone system
- Facsimile and mail organization, sorting and delivery