

Signe Kirsten Nichols

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SKILLS SUMMARY

Strong administrative experience with extraordinary guest services and project management skills. Professional, thorough, reliable manner. Competent communicator both verbally and written. Proficient with software programs, online communications, social media formats, website html and structure.

SOFTWARE / COMPUTER SKILLS

Microsoft Word – Proficient	Outlook Express – Proficient
Excel – Proficient	Photoshop – Intermediate
PowerPoint – Proficient	html – Intermediate
Desktop Publisher – Intermediate	Adobe InDesign – Proficient
Adobe Acrobat Pro – Proficient	Online Skills (uploading, posting) – Advanced
Social Media Posting (Facebook and IG)	Website Changes and Support - Intermediate
Asana Project Management - Proficient	Dropbox, CRM, Google Docs - Proficient
WordPress - Advanced	Sigil and Calibre (eBook Software) - Proficient

PROFESSIONAL EXPERIENCE

FREELANCE WORK, Self-Employed

December 2017 - Current

Working virtually with Executives, Small Business Owners, Publishers and Authors. Assistance including special projects, ebook conversions, print book formatting, accounting, social media, website updates, internet marketing, online reviews from TripAdvisor and Yelp and more.

EXECUTIVE ADMIN ASSISTANT, Ojo Caliente Mineral Springs Resort, Ojo Caliente, NM

2012 – December 2017

Assisted Management Team, Marketing Director and Resort Owner with Special Projects, Marketing Support, High Level Guest Issues, Budgets, Insurance Claims and Risk Management processes as related to a Resort/Spa.

- *Supported management team with all aspects of a very busy administrative office. Worked closely with the Marketing Director on marketing projects providing social media, purchasing, ordering, event promotion. Responded to TripAdvisor, YELP! and guest reviews/comments. Uploaded content to website. Worked closely with guests in escalated guest service issues including guest incidences. Managed two office personnel. Created, updated, tracked guest complaints, guest incidences with spreadsheets for resolution. Responsible for insurance compliance outstanding items/safety documents/Risk Management tracking. Ordered and stocked office supplies, marketing materials. Credit card purchases, budgeting, and allocations for office business card. Responsible for technical aspects of an office.*

ADMINISTRATIVE ASSISTANT, Dickerson, Inc., Santa Fe, NM

2008 – 2012

Assisted General Contractor with office duties and project management during project build.

- *Tracked and scheduled job activities, gathered data, designed spreadsheets, kept records and created and maintained filing system. Balanced and tracked expenses. Prioritized events and prepared reports. Coordinated subcontractors and vendors regarding project requirements. Accounting work including balancing, reconciling accounts using QuickBooks. Small business website maintenance and marketing materials creation.*

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ADMINISTRATIVE ASSISTANT, Zito Financial, Phoenix, AZ

2007 – 2008

Assisted and supported a financial planner in everyday operations of financial planning business.

- *Assisted financial planner in preparing client packages, presentations and financial planning documents. Answered phone for busy 3 person office, took messages, connected calls. Communicated directly with clients regarding appointments, scheduling and account status. Created spreadsheets and documents that could be cross-referenced and utilized in tracking information using MSOffice software. Maintained website.*

ADMINISTRATIVE ASSISTANT, Health Coach Chiropractic, Phoenix, AZ

2005 – 2007

Administrative Assistant for a busy chiropractic office. Job duties included answering phones, appointment scheduling, calendar maintenance and payment processing.

- *Answered phones, took messages, and scheduled appointments for chiropractic office. Billed insurance, managed filing system of patient files, organized records both electronically and on paper. Took and tracked payments including cash transactions. Responsible for ordering office supplies.*

NEW WORLD VIRTUAL GIRL, Glendale, AZ

2001 – 2007

Business owner of Virtual Assistant Business.

- *Assisted a variety of clients with administrative duties and projects. Work included document creation, correspondence, making phone calls on clients' behalf, scheduling appointments, website changes, book formatting, ebook formatting, creation of business cards, flyers, promotional materials. Projects included small design projects, data-entry, spreadsheet design.*

GENERAL COMPETENCIES

Excellent with Guests, Customers, Vendors, and Staff • Very Technically Adept with Software • Attention to Detail and Yet Efficient • Team Player • Excellent Internal and External Customer Service/Guest Service Skills • Communicate Effectively Visually, Orally and Written • Great at Working as an Assistant, as a Manager and Working with a Team • Desire to Learn New Things and Improve Self • Experience working with Vendors • High Level of Problem Solving Thinking • Self-Disciplined • Focused • Organized • Strong Work Ethic • Committed to People as Individuals •

COMPUTER COMPETENCIES

Advanced Microsoft Skills Including Excel, PowerPoint, MSWord, Outlook Express and Outlook Calendar

- Google Products • Photoshop • html • Adobe Acrobat

Online Website Revisions • Uploading • Downloading • Website Structure Changes

- Email Marketing Programs • Image Editing • WordPress

Sigil and Calibre

EDUCATION

Administrative Assistant Certificate, Barnes Business College

Santa Fe Community College

Over 15 Years' Experience as Administrative Assistant/Secretarial Work