

# Elizabeth D. Froelich

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## Experience

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07/07- 11/15

Bank of America/Merrill Lynch

Jacksonville, FL/Suffolk, VA

### Business Support Lead II

- Leads diverse administrative functions for a technology group of 200+ resources (in various domestic locations as well as offshore) including:
  - Human Resources activities/processes such as:
    - Coordination of Performance and Talent Management and Title Nominations for Management team
    - Prepare templates and provide analysis of compensation planning including performance ratings, salary increases and bonus allocations
  - Building access/security
  - Coordination of employee events (communication and logistics)
  - Associate training (communication and logistics)
- Directly supports Managing Director, 5 Directors, and indirectly supports 15 Vice Presidents.
- Leads process improvement planning
- Prepares and distributes all department communications, department website updates (SharePoint/HTML)
- Manages administrative policies and procedures for the department including the oversight and training of administrative assistants
- Serves as subject matter expert for company policies and procedures
- Serves as real estate coordinator for organization, facilitates restacks, and associate onboarding/offboarding including equipment procurement, network access, building access, e-mail address, corporate ID
- Serves as back-up for all business continuity efforts and exercises
- Serves as back-up for all administrative support

### Administrative Assistant III

- Performs diverse, advanced, and confidential administrative support functions for all levels of management. Gathers information and compiles reports for relevant department deliverables. Communicates effectively with executives and management. Performs complex administrative duties. Reviews drafts and finished documents for grammatical errors and style. Prepares presentation materials, arranges meetings and conferences. Handles highly sensitive information. Schedules travel, prepares expense reports, orders supplies and performs various office duties. Oversees facilities maintenance. Serves as subject matter expert on company policies and procedures. Serves as real estate coordinator for organization, facilitates restacks and associate onboarding/offboarding.

6/06-6/07

Pritchard Capital Partners, LLC

Mandeville, LA

### Executive Assistant

- Assist Managing Director of stock trading and investment firm in daily tasks and meeting schedule. Create itineraries for marketing trips to other cities; coordinate with clients and sales team to schedule meetings with investors. Coordinate company events including parties, conferences, lunch and dinner meetings. Compose correspondence, coordinate mass mailings, purchase office supplies and keep inventory. Assist Chief Compliance Officer, Chief Financial Officer and Managing Director of Corporate Finance with any requests. Basic office management duties.

2/06-6/06

Hilton Hotels Corporation, Inc.

New Orleans, LA

### Administrative Assistant II

- Assist two Regional Claims Managers with workers compensation and general liability claims for hotels in twenty four states. Responsibilities include running reports, compiling and analyzing data, recognizing and analyzing trends, creating charts and graphs to track trends and claims reporting, purchasing supplies, and assisting with audits.

3/03-12/05

Colonial Group, Inc.

Savannah, GA

**Loss Control Analyst**

- *Colonial Marine Industries, Inc.* Maintain records of ship movement and track demurrage accruals. Analyze documentation and invoices pertaining to demurrage claims to ensure accuracy. Allocate charges to each location based on time in port. Reconcile accounts with debtors and creditors to insure prompt payment of all outstanding invoices.

**Senior Sales Coordinator/Special Projects Administrator**

- *Colonial Chemical Solutions, Inc.* Management of the customer service department. Ensures customer requests are handled effectively. Maintains working relationships with trucking companies to ensure the highest quality of service. Purchases products for direct shipments and for inventory purposes. Establishes customer and supplier accounts. Developed working computer systems for the customer service and operation departments. Tracks department accounting, inventory, receiving, through use of databases and spreadsheets and directly assists the Operations Manager and Vice President, including composing correspondence and scheduling appointments.

9/02-3/03

The Sullivan Group, LLC

Savannah, GA

**Human Relations Assistant**

- Prepares enrollment packages for new clients, conducts enrollments, assists clients in understanding the function of the company as their payroll and management provider. Keeps Clients up to date on current laws involving employees in the workplace. Directly assists the workers compensation department.

12/98-8/02

Express

Savannah, GA

**Store Sales Manager**

- Responsible for conducting business according to company guidelines in order to increase sales and store profitability. Meets pre-set sales goals daily and monthly and maintains a staff of two full time co-managers, multiple part time workers. Conducts training, hiring, terminations, cash management of employees. Creates visual displays to market merchandise. Has full knowledge of product and appropriate selling techniques.

**Education**

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8/96-5/98

Mercer University

Macon, GA

**Communications Major**

8/98-5/00

Armstrong Atlantic State University

Savannah, GA

**Bachelor of Arts in Drama/Speech****Relevant Skills/Training**

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- Proficient in Microsoft Office Suite
- Real Estate management systems/databases (eCenterOne, Manhattan)
- Concur Expense system, Ariba Purchasing/Invoice Processing, various travel/technology request/facilities management systems
- Dale Carnegie Training Program
- Experience with SharePoint, JD Edwards AS400, TMS 3000, SAP, Risxfacs, Jefferies.