

ANA WILLIAMS

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ADMINISTRATIVE LEADERSHIP PROFESSIONAL

Account Management | Administration | Process Improvement | Editing | Sales Management | Teaching

Leadership Professional with over 8 years of recent and relevant experience in Account Management, Administration, Process Improvement, Editing, and Sales Management. Contributed to and implemented advanced Administrative, Operational, and Sales Processes.

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| ▪ Leadership; Supervisory | ▪ Performance Management Strategies | ▪ Human Resources Management |
| ▪ Scheduling & Tracking | ▪ Research & Data Analysis | ▪ Process Management |
| ▪ Strategic Leader & Planning | ▪ Business Analysis Initiatives | ▪ Data collection analysis |
| ▪ Project Management | ▪ Communications Initiatives | ▪ Process Administration |
| ▪ Compliance & Policy Implementation | ▪ Financial Analysis | ▪ Conflict Resolution |
| | ▪ Creative Content Development | ▪ Familiarity with Online Media Platforms |

CAREER HIGHLIGHTS

- ✓ Resolved 95% of customer service issues within 24 to maximize loyalty and retention.
- ✓ Fielded and processed up to 30 or more calls per day.
- ✓ Promoted to Client Engagement Specialist after three years.

PROFESSIONAL EXPERIENCE

Freelance Writer and Editor on Upwork Platform 03/2019 to Present

In my current position, I edit articles for a client who is launching a travel blog.

I am responsible for editing, proofreading, and making any suggestions that could benefit the profitability of the blog with the existing articles that the client has written.

- ***Editing articles in a format that looks streamlined and compatible with Word Press.***
- ***Posting articles once they have been edited to Word Press on a weekly schedule of one article per week.***
- ***Posting correlating photos to articles or video links that correspond with existing articles.***
- ***Posting articles in additional places per the client's request using client's associated accounts to promote articles with SEO content, and social media such as Twitter, Facebook, etc.***

Substitute Teacher-Shelby County Schools Shelby County, AL 02/2018 to 05/2018

Substitute taught for schools in Shelby County including Calera Middle School, Calera Elementary, and Montevallo Elementary. Responsible for ensuring a favorable learning environment that is suitable to the welfare and development of students.

- ***Aided students in understanding subject matter, as well as provided skills required for programmed lessons and purposeful training for the classroom assigned.***
- ***Gave instructions and organized classroom environment to enhance student learning during the period of absence of the regular classroom teacher.***

Executive Assistant to the CEO and COO- Upstream Rehabilitation
Birmingham, AL
07/2017 to 01/2018

Effectively edited and revised Microsoft PowerPoint presentations. Coordinated office sponsored events for employees. Created and modified expense reports at management's request. Scheduled conference calls on a regular basis.

- **Maximized potential for improvement of newly acquired accounts by sending out a weekly report per Supervisor's request listing all newly opened accounts and progress of the accounts per week and then listing an average of every four weeks.**
- **Collected receipts and created monthly expense reports for CEO and COO then sent to Accounting for check processing.**

Risk Resource Administrative Assistant- ProAssurance
Birmingham, AL
01/2016 to 06/2017

Efficiently utilizes Seminar Tracking System software to register physicians for upcoming risk management seminars. Headed administrative activities in preparing seminar packages for attendees, confirming and processing seminar attendees using the Oasis™ software, and responding to email and telephone questions by prospective attendees.

- **Maximized communication correspondence by sending out reminder notices to attendees for upcoming seminars.**
- **Process payments for physicians who have attended seminars; headed accounting and cash management activities each month by balancing accounts and reporting, tracking activity.**

Inside Sales Representative- FireRock Building Materials
Birmingham, AL
07/2015 to 12/2015

Coordinates and support customer service and inside sales initiatives; executed the sales and services of masonry fireplaces, indoor and outdoor fireplace kits, chimney systems, fire pits and accessories.

- **Regularly exceeded goals by providing service during 80% of available time, ranking in top 10% of employees for efficient handling of inquiries.**
- **Solved complex account problems, ensuring customer satisfaction and continued patronage.**

Client Engagement Specialist- MSpark
Helena, AL
03/2013 to 03/2014

Serve as catalyst for heading client support activities for clients and sales representatives answering questions, resolving problems and seeking solutions relevant to clients' needs.

- **Spearheads in-depth data analysis initiatives, executed thorough data analysis, and revealed finding by formulating presentations utilizing Microsoft Excel proficiencies.**

- ***Boosted operational efficiency by participating in strategy discussions to improve overall effectiveness of our clients' advertising campaigns.***

***Advertising Account Coordinator- Mspark
Helena, AL
11/2009 to 12/2013***

Managed and coordinated order processes ensuring proper advertising fulfillment, assisting in Sales securing reservations of clients' products as necessary, assisting Sales with Brokerage and Solo orders.

- ***Contributed to the development and implementation of advanced administrative and operational support processes; assisting in performing postal calls, address various administrative issues, and prepare paperwork, final layouts, and final proof for Graphic Services.***
- ***Boosted sales efficiency by verifying ad proof against submitted copies, marking errors that appear on proof.***
- ***Serves as internal contact for sales personnel to assist with issues relating to order changes, special billings, late orders and copy receiving.***

ACADEMIC CREDENTIALS

- **Master of Arts: Writing and Linguistics- Northwestern State University- Natchitoches, LA
Graduated 2018**
- **Bachelor of Arts: English Language and Literature-Northwestern State University — Natchitoches, LA
Graduated 2005**

CERTIFICATIONS

- **CPR certified-including knowledge of how to use defibrillator**
- **Notary Public**

VOLUNTEER EXPERIENCE

- **Volunteer with pet adoptions for Two by Two Rescue**