

Kimberly Lambacher

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INTERVIEW AVAILABILITY

LINKEDIN

OVERVIEW

Results-driven administrative specialist with a strong track record in streamlining processes to drive organizational success. Expertise in enhancing relationships through effective business communications, social media marketing, and content strategies. Aiming to contribute to a dynamic environment that prioritizes operational excellence and innovation.

SKILLSET

- Administrative support
- Customer relationship management
- Project coordination
- Analytical problem-solving
- Efficient data management
- Data protection practices
- Microsoft Office Suite
- Schedule coordination
- Email management
- Professional writing skills
- Document editing and proofreading
- Online research proficiency
- Content management for blogs and websites
- Basic graphic design
- Online marketing
- Meticulous quality assurance

PROFESSIONAL EXPERIENCE

VIRTUAL ASSISTANT, Remotely Handled, March 2018-Current
Ohio, Ohio

- Coordinate multiple responsibilities under tight deadlines, consistently delivering detailed, accurate results.
- Enhance productivity by optimizing administrative processes, including efficient email management and calendar coordination.
- Communicate with customers to deliver information through telephone, chat, and email.
- Update paperwork, maintain documents, and accurately record information to manage electronic and paper filing systems.
- Coordinate logistics and prepare meeting materials, ensuring all necessary resources are available.
- Streamline operational processes, client communication, recordkeeping, and data entry to improve efficiency.
- Develop, edit, and optimize website content and business communications for small business clients.
- Encourage company growth through strategic lead-generation activities on social media,

identifying new business opportunities.

ONLINE AUCTION FIRM, Two Old Souls, Inc., January 2022-Current

Ohio

- Company Overview: Two Old Souls, Inc. Online Auctions of Northeast Ohio is a licensed, full-service online auction firm specializing in organizing and hosting downsizing and estate sales.
- Consult with clients regarding their needs and preferences when organizing a successful auction.
- Write and negotiate auction contracts with clients.
- Compile financial records related to each auction, such as receipts, invoices, and tax documents.
- Research the items to be sold at the auction and provide detailed descriptions of the items up for bid during the auction.
- Integrate online bidding in live auctions to maximize the number of bidders, increase competition, and enhance profitability.
- Assist customers in understanding the bidding process and provide them with the necessary information about the items for sale.
- Analyze data from previous auctions to make informed decisions when planning future ones.
- Advertise products and services online, on social media, and through traditional campaigns to target ideal consumers.
- Participate actively in local community events or organizations to give back, while expanding brand visibility and credibility.
- Maintain professional relationships with buyers and sellers throughout the entire process.

BRANCH OFFICE ADMINISTRATOR, Edward Jones, December 2016-March 2017

Kennesaw, Georgia

- Collaborated with management to set branch goals, enhancing productivity and profitability.
- Ensured compliance with company regulations by regularly auditing internal documents and records.
- Managed branch opening and closing procedures, ensuring smooth daily operations.
- Organized meetings, events, conferences, and travel arrangements for financial advisors.
- Drafted professional business correspondence, emails, meeting notes, and other documents.
- Developed and implemented marketing plans to enhance branch visibility and customer engagement.
- Controlled office supply stock, reducing expenses and maintaining necessary item availability.
- Delivered exceptional customer service to clients, fostering a welcoming atmosphere at the branch office.

CLIENT INQUIRIES RESEARCH ANALYST/QUALITY PROCESSOR, ServiceLink, July 2010-September 2014

Solon, Ohio

- Resolved escalated client issues regarding loan assets by conducting thorough research and audits.
- Verified the accuracy and quality of incoming materials against provided documentation.

- Corrected and documented changes to loan information within systems, enhancing data accuracy and compliance.
- Streamlined the flow and accuracy of information between multiple entities, ensuring efficient communication.
- Provided accurate GIS and plat mapping to assist in property asset location.
- Analyzed data to identify patterns, trends, and correlations.
- Compiled comprehensive reports summarizing research findings and proposed actionable recommendations.

RISK ASSISTANT, Allstate Risk Management Business Center (RMBC), March 2004-April 2009
Hudson, Ohio

- Conducted internal audits of underwriters to ensure adherence to Risk Management Policy.
- Reviewed agent processes to ensure compliance with updated policies.
- Analyzed audit data to identify non-compliance trends and developed strategies to enhance accuracy and achieve over 90% compliance.
- Developed strong partnerships and collaborations with other departments to drive results.
- Developed and implemented comprehensive audit processes from inception to completion.
- Developed comprehensive job aids, educational materials, and training documents.
- Developed and conducted training sessions on audit processes for various departments.
- Facilitated sit-a-long visits with external auditors from the Department of Insurance.

EDUCATION AND TRAINING

Mass Communications
University of Akron, Akron OH

CERTIFICATIONS

- 30 Days or Less to Freelance Writing Success, 02/01/18
- Ghostwriting Academy Certification, 04/01/22

OTHER WEBSITES

- <https://www.upwork.com/freelancers/remotelyhandledkimlambacher>
- <https://www.twooldsoulsinc.com>