

## **PATRICIA A. MICHAUD**

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### **SUMMARY**

Executive Administrative Office Supervisor experienced in interacting and building relationships at the highest executive level. Work experience in the fields of education, manufacturing, banking and health care. Major strengths in organization, attention to detail, verbal and written communication, team building, analyzing, problem solving, developing relationships and employee relations. Skilled at meeting challenges, coordinating functions, scheduling, and exceeding deadlines with senior VP's and CEO's. Proficient in Outlook, PowerPoint, Excel, Word. (Windows and Mac OS X)

### **EXPERIENCE**

#### **NORTHSHORE UNIVERSITY HEALTHSYSTEM, Evanston, IL**

**8/2011-3/2015**

##### **Administrative/Insurance Analyst**

- Reviews Certificates of Insurance, issues malpractice insurance verification for medical staff and employees, manages current and historical database of employed physicians and outside practice locations, assists in organization of quarterly Compliance and Audit Committee board meetings, invoice processing, payroll timekeeping and processing, manages disclosure and conflict of interest process, organize and maintain files and supplies

##### **Executive Assistant to the President**

- Schedule international and domestic travel, process expenses, draft responses to incoming mail, heavy calendar coordination, screen all communication for President, coordinate all communication with internal and external clients, event planning, problem solving, mentor administrative team

#### **MEAD JOHNSON NUTRITION, Glenview, IL**

**2009-2011**

##### **Senior Executive Assistant to VP, Controller & VP, Tax**

- Arrange domestic and international travel, maintained complex executive calendars
- Coordinate expense statements and reports for multiple executives
- Process invoices and approvals in various programs i.e., SAP, ADP, Concur, eSetup, JET, eBuy, T & E
- Communicate with global leadership team, manage external relationships with vendors
- Build relationships with international teams to facilitate travel and meetings

#### **INTERNATIONAL INTELLIGENCE AGENCY, Palatine, IL**

**2008-2009**

##### **Executive Assistant to President/Human Resource Manager**

- Blackberry accessible 24/7
- Heavy meeting scheduling, extensive coordination of projects for company, event planning
- Manage all appointments for President, personal and business and process expense reports
- Assist with developing departments for growing company, specifically human resources
- Create new employee orientation process and assist with executive presentations
- Managed expansion of offices managing contractors, office equipment, IT and HVAC
- Process payroll - ADP
- Manage Gradient Timekeeping for hourly employees
- Team with Management to create new processes and procedures
- Assist in evaluation of training needs and help develop training program
- Supervise IT associate, receptionist, clerical assistants and admin assistants

#### **BANC OF AMERICA SECURITIES, Chicago, IL**

**2006-2008**

##### **Supervisor of Staff/Office Manager**

- Blackberry accessible 24/7
- Managed diverse administrative functions and supported senior banking executives
- Supervised, mentored, recruited, hired and trained 15 administrative assistants, mail clerk and IT Specialist
- Counseled, advised and guided administrative team, event planning, team building meetings
- Maintained vacation schedule and timesheets for administrative staff
- Created new employee orientation process and conducted welcome program for new employees
- Conducted fifteen mid year and fifteen end of year performance reviews

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- Coordinated recruiting projects for summer intern program
- Met daily with dedicated IT support to ensure smooth running computer operations
- Arranged all internal workspace moves and changes for new and existing employees

**ZEBRA TECHNOLOGIES CORPORATION, Vernon Hills, IL****2006****Executive Assistant to the CEO and Chairman (until his retirement)**

- Managed professional and personal correspondence, email traffic, calendars, phones and appointments
- Coordinated internal and external executive meetings, coordinated material for board of directors meetings took meeting minutes, coordinated all administration of quarterly Board of Directors meetings
- Arranged domestic and international travel for CEO and family-both commercial and private (Netjets)
- Drafted simple and complex correspondence and ensured timely follow-up

**THE PAMPERED CHEF, Addison, IL****2002-2005****Executive and Personal Assistant to the Founder and Chairman**

- Managed all forms of communication for executive office and Chairman
- Handled daily workflow of executive office. Supervised, mentored, and trained administrative assistant
- Completed yearly performance reviews for administrative assistant
- Coordinated/managed home events as well as company offsite meetings/events
- Planned, executed, and assisted large (300+ guests) personal events
- Maintained and coordinated radio, television and all PR appearances for Chairman
- Reviewed Board of Directors minutes, agendas and material, highlighting important issues, gathering material in preparation for follow up and to prepare Chairman for monthly meetings
- Served as liaison to all levels of the corporation on behalf of Chairman by interacting with Executive staff daily

**MOTOROLA, Arlington Heights, IL****1994-2002****Executive Assistant to New VP Employees****Executive Search Integrator (1999-2002)**

- Coordinated all transition activities related to hiring for incoming high-level executives
- Designed first Executive New Employee Orientation process by building relationships with key business partners throughout the corporation
- Developed PowerPoint presentation and implemented onboarding processes for over 100 Vice-Presidents yearly
- Streamlined administrative procedures and coordinated travel
- Served as single point-of-contact for Human Resource team to facilitate smooth transition, resulting in increased performance of executives and improved employee relations
- Developed relationships with cross-functional teams to assist in the administrative process and resolve executive emergency onboarding problems

**Executive Assistant –Motorola (9 years of progressive Executive Assistant experience)****Corporate Strategy Office/ CEO Office (1998-1999)****Motorola New Enterprises (1995-1998)****Corporate Manufacturing Research Center (1994-1995)**

- Handled complex/sensitive information exchanged between board members and CEO staff with a high level of discretion and confidentiality
- Prepared complex travel itineraries, meeting coordination, conference facilities, equipment, food, etc.
- Prepared reports and presentations for board meetings
- Planned monthly staff meetings and assisted with preparation of meeting agendas, reported on administrative issues to ensure continuity of operations
- Organized and facilitated meetings and built relationships between CEO/Presidents and other executives for future business opportunities
- Assisted Corporate Vice-President in creation of new business concepts and opportunities, resulting in two new start up businesses to generate revenue
- Developed relationships with Argonne National Lab and Rockefeller University coordinating details for CEO and senior leaders
- Provided strong support for advanced inventing sessions, resulting in 18 new patent applications
- Supported creation of new BioAutomation program, resulting in BioChip business
- Assisted in creation of Invention Machine program by providing assistance for all training and project activities resulting in 3 internal engineering projects
- Administrative Assistant to Vice President with staff of 140 engineers, technicians and clerks

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- Supervised receptionist and ensured smooth operation of administrative functions for center

### **EDUCATION**

**DePaul University**, Bachelor of Arts, Chicago, IL

### **TRAINING AND DEVELOPMENT**

- Manager Responsibility in Preventing Sexual Harassment
- Manager Responsibilities under the Americans with Disabilities Act
- Human Resource *Journey to Success*
- Seven Habits of Highly Effective People
- Manager and Equal Employment Responsibilities
- Manager Responsibilities under the Family Medical Leave Act
- Ethics and Action
- Dealing w/ Difficult People