Christine F. Bailey

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An experienced professional who works collaboratively and independently within an organization to ensure that objectives are achieved. Utilizes extensive experience, knowledge-base and skills to drive business strategies and bottom-line results.

Areas of Expertise

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| --- | --- | --- |
| * Office Administration * Project Coordination * Office & Staff Supervision * Customer Service/Call Center | * Scheduling * Payroll Services * Accounts Payable * Vendor Management | * Expense Reporting/Tracking * HR/Labor Relations * Data Management/Analysis * Inventory Control/Management |

### Professional Experience

Yale CORE (Center for Outcomes Research And Evaluation) 2/8/2018 – Present

Project Associate

* Independently and collaboratively research, write proposals and advance projects to completion. Develop tracking systems utilizing Excel, MS Project, and calendaring to ensure deadlines are met.
* Identified an opportunity to create a more inclusive environment through proper name pronunciation and personal pronoun usage. Developed process, researched, and provided guidelines and implemented program.
* Determine financial and business impacts of attendance at conference, travel, and events and closely track expenditures to adhere to governmental guidelines.
* Departmental lead on virtual meeting software – trained staff and tested new systems. Keep abreast of changes and notify and train staff within 72 hours.
* During first month in new position, rolled out two highly successful initiatives to improve staff engagement and promote a cohesive, culturally diverse work environment. Achieved 80% participation rate, presented results to leadership, worked with staff to turn results into positive action items.
* Coordinated the submittal of end of contract year deliverables, self-trained in new electronic process, and ensured all deliverables were submitted by deadline with 100% accuracy.

Administrative Associate

* Determined scheduling conflicts and issues for meetings and work assignments and resolved seamlessly well in advance of need. Scheduled and coordinated meetings, lectures, conferences, and appointments via electronic calendar programs such as Microsoft Outlook. Determined attendees based on subject matter, reserved appropriate meeting space, or set up as virtual meeting utilizing various virtual meeting technologies. Took minutes or dictation as required and converted recorded meetings to MP4 format for distribution.
* Arranged domestic and international travel for Director and staff. Researched cost and availability and provided options based on travel policy. Booked air or rail travel, lodging, ground transportation, restaurants, and meeting space. Determined need and scheduled networking opportunities.
* Processed departmental expense reports and monitored progress from submittal to reconciliation and payment.
* Created documents, diagrams and correspondence per business and government requirements. Proofed and edited reports, minutes, agendas, and other materials for accuracy. Ensured documents are 508 compliant and adhered to authorized naming conventions.

Temporary Administrative Associate (Office Team)

* Provide general administrative support to team of research professionals.

Frontier Communications (Formerly AT&T, SBC, SNET) 1/27/1986 – 1/31/2018

Supervisor Network Engineering

* Successfully supervised, trained, and led a team of 14 to efficiently and accurately meet high level objectives. Mentor and guide employees monitor workflow and quality, assign special projects, conduct performance reviews.
* Maintained departmental personnel records, process payroll, track vacation, resolve potential contractual issues per contract language, monitor overtime to meet company standards.
* Managed and coordinated multiple projects. Exceeded project closure rate of 55% month over month by resolving issues that prevented closure within a 22-day window.
* Project managed relocation of work groups and/or individuals across the state on an as need basis.
* Determined yearly budget for vendor blanket purchase orders, monitor funding levels monthly and adjust to need.
* Processed all invoices within 30 days of receipt. In one year over 3,000 invoices were processed in excess of $7M with 97% meeting the 30-day goal. Monitor vendor performance, immediately resolve issues related to cost or quality, make recommendations for contract renewal.
* Collaborated within a cross-functional teams to develop new material reporting methods. The new process reduced the write-off of material by more than 70%.
* Working closely with the nationwide Logistics team ensure timely electronic reporting of material usage to prevent costs associated with unreported materials and facilitate project closure. Investigate missing or lost materials by conducting onsite inspections and material counts.
* Disaster Recovery team lead for inventory and storm recovery actions. Conduct pre-storm reviews, coordinated distribution of safety materials, set up and staffed temporary storm damage reporting call center.
* Analyzed issues that disrupted workflow involving multiple departments via the pulling and monitoring of key reports. Explore creative and efficient ways to resolve issues and prevent reoccurrences. Create reports, pivot tables, and graphs to track and analyze data on numerous initiatives.
* Member of an internal safety committee comprised of management and union employees which addresses unresolved internal and external safety concerns. Achieved an 85% resolution rate on matters brought to the committee.
* Provided Human Resources support to organization. Review time reports to prevent under/over payment of wages. Enter and track personnel moves, transfer bureau activity, salary administration, force relocation, and disciplinary actions for over 600 employees. Collaborate with Union, Labor Relations, and HR teams on labor laws, policy, and contract language to resolve employee issues prior to them affecting pay or becoming formal grievances.
* Oversaw the administration of contracted work, while also monitoring contractual compliance with audits.
* Increased employee participation in the corporate referral program by 40% by creating a product/service of the month presentation which explained the product in detail and highlighted its benefits to our customers.
* Created a community involvement team to foster goodwill in the community, create brand recognition and loyalty for the company, and foster teamwork and involvement within the work groups

Senior Executive Assistant

* Independently assessed the nature of all visitors and calls to the executive team and resolved, delegated, or escalated accordingly.
* Led the interviewing, hiring, and on-boarding process of all new employees. Determine need and schedule training, arrange for office space and order/provide computer and communication equipment.
* Identified a widespread misunderstanding of FMLA and disability policies. Developed training package and held informational meetings. Reduced the department’s overall non-protected absences by 10% in less than 6 months.
* Extensive calendar management and coordination for Senior Executives and Directors
* Complied results for and fact checked data for multiple, high volume of reports, correspondence, presentations, and other materials of a highly confidential nature.
* Create and distribute monthly budget tracking reports, consistently meeting deadlines and with 99% accuracy.
* Handled all executive national and international travel. Ensure travel policy and budget guidelines were met. Available 24x7 to resolve issues or make changes as required.
* Solicited articles for department newsletter, formatted document, and distributed finished product.

Finance Assistant/Clerk Typist

Promoted from office clerk to finance assistant. Assisted in the development and allocation of the department’s $2M budget. Supported the organization in legal, regulatory, state, and local government filings. Contributor to the Links-To-Learning program.

Directory Assistance, Operator

Provided directory assistance and exceptional customer service to external customers. Answered all inquiries within required time constraints.

### Education & Training

▪ Albertus Magnus College, GPA 3.986▪Six Sigma Green Belt Certified ▪Supervisor/Management Boot Camp

### Computer Skills & Experience

▪Microsoft Office Suites ▪Visio ▪CATS ▪PATS ▪Infinium ▪Varasset ▪NGSQport ▪eLink ▪Nucleus ▪OPTI ▪JAM ▪CONCUR ▪WEBADD ▪Expense.net ▪Payment.net ▪ERIC ▪CTS ▪SAPGUI ▪WorkDay ▪Unanet ▪Kronos ▪NEXONIA, ▪GoToMeeting ▪Skype ▪Zoom ▪Web research ▪Social media platforms

### Organizations & Activities

▪ United States Figure Skating Association-Member/Competitor ▪ United Way-Volunteers