

THERESE A. SUSLICK

 taj1978@hotmail.com

 (414) 588-5566

 Waukesha, WI 53005

SKILLS

- MS Office 365 Suite
- Inbound phone call handling
- Office management and administration/support
- Budgeting
- Bookkeeping
- Expense reporting
- Scheduling
- Meeting/Event planning
- Travel coordination
- Technical support
- Interpersonal communication
- Data entry
- Mail handling
- Website maintenance
- Photography

EDUCATION

Waukesha County Technical College - Meeting and Event Management Certificate Program
Pewaukee, WI

High School Diploma

PROFESSIONAL SUMMARY

For the past 15 years, I have worked for TRG Marketing as the Office Manager/Administrator.

As a high energy administrator, I have a wide range of skills, including client communications, travel coordination, database management, event planning, and bookkeeping, to name a few.

I have a proven track record in leadership, strategic thinking and creating an exceptional client experience. I have earned a reputation as a true client advocate.

In addition to the above, I am Director of Meetings and Events and Administrator for our largest client, The American Society of Golf Course Architects. I have planned a wide variety of conferences/tradeshows, business gatherings, celebration dinners, and various other social and professional events across the country, in dozens of states, and even as far away as Australia.

WORK HISTORY

TRG Marketing - Meeting Planner, Office Manager/Office Administrator

Brookfield, WI • 07/2004 - Current

- Coordinate internal/external communications, including for clients and their board of directors
- Financial processing, registration, recordkeeping, and other administrative functions
- Kept and organized physical files and digitized records for easy updating and retrieval by authorized team members
- Help maintain client website to include updating member profile pages as well as posting member-only materials to secure section of website
- Managed budgets, appointment scheduling, employee and event itineraries
- Event planning to include site selection, hotel contract negotiations, golf outings, logistics, spouse activities, etc.
- Evaluate office documentation to check accuracy and complete missing pieces, avoiding delays and maximizing team productivity
- Work with upper management and boards to complete complex projects on time and on budget
- Tracked and recorded team expenses and reconciled accounts to maintain accurate, current and compliant financial records
- Fundraising efforts that have resulted in more than \$250,000 for our largest client.
- Performs general office duties, including answering multi-line phones, routing telephone calls, office inventory, IT administration to name a few