

Damian Lowe

Executive Secretary

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📍 Madison, WI 53703

STRENGTHS

- 🔒 **Confidential judgment**
Handled sensitive correspondence and personnel records with care, earning trust when requests needed quiet, accurate follow through.
- 📧 **Inquiry routing**
When a request crossed teams, gathered context first and connected people with the right contact without losing momentum.
- 🕒 **Time sheet accuracy**
Regular audits caught missing approvals early. Supervisors received cleaner records and fewer last minute payroll questions.
- ♥ **Executive writing**
Proofread letters and council materials until messages were clear, consistent, and ready for leaders or community partners.
- 👥 **Council coordination**
Prepared agendas, tracked commitments, and kept decisions visible. Colleagues came back for organized meeting support.

SKILLS

Executive support

Confidential records

Correspondence Inquiry screening

Records management

Time sheet review Travel planning

Expense processing Proofreading

Document preparation

Council support Microsoft Office

Mail coordination Fax coordination

Hybrid office operations

SUMMARY

Executive administrative professional with eight years of office experience supporting leaders, staff, advisory groups, and public facing **human services** operations. More than five years of advanced **administrative support** includes confidential correspondence, **executive communications**, records management, inquiry screening, time sheet review, travel coordination, expense processing, document preparation, and office workflow coordination. Trusted with sensitive information, complex requests, council materials, and follow up across internal teams and external agencies. Skilled at proofreading, routing communications, maintaining accurate records, resolving administrative discrepancies, and supporting dependable daily operations. Experience includes Microsoft Office, **electronic records**, mail and fax coordination, hybrid office practices, and private remote work requirements. Brings calm judgment and consistent service to executive support work, helping leaders and staff stay organized, informed, and ready for community needs.

EXPERIENCE

Senior Executive Administrative Assistant

Cedar Ridge Community Services 📅 January 2024 - Present 📍 Madison, WI

Manage executive office operations for a human services program director, supporting confidential communications, records, scheduling, timekeeping, travel, **expense documentation**, and an advisory council.

- Managed **confidential correspondence**, calendars, records, and priority communications across program teams.
- Screened **calls** and email requests, then routed researched inquiries to leaders or agencies.
- Audited biweekly **time sheets** for 45 staff and resolved coding discrepancies before payroll.
- Coordinated travel arrangements and expense submissions with receipts and policy checks.
- Drafted and proofread executive correspondence, notices, meeting materials, and council packets.
- Prepared **advisory council** agendas, tracked action items, and maintained decision records.

Executive Office Coordinator

Northlake Family Support Network 📅 June 2021 - December 2023 📍 Sun Prairie, WI

Supported a department executive and multidisciplinary family support staff through confidential records administration, inquiry routing, timekeeping review, **travel planning**, correspondence, and meeting preparation.

- Maintained executive calendars, **correspondence**, files, **mail** flow, and recurring deadlines.
- Triaged public and partner inquiries using case neutral background information and clear routing.
- Protected personnel and operational records through careful access and document handling.
- Reviewed time **records**, identified missing approvals, and coordinated corrections before submission.
- Planned manager travel, prepared itineraries, and organized reimbursement documentation.
- Produced **proofread** letters, reports, meeting packets, and correspondence for stakeholders.

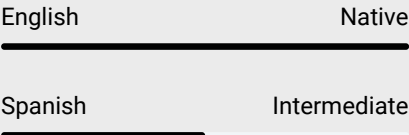
Administrative Support Specialist

Prairie View County Services 📅 September 2018 - May 2021 📍 Fitchburg, WI

Delivered advanced **administrative support** for supervisors and program staff in a public service office, coordinating records, correspondence, inquiries, timekeeping, meetings, mail, and **fax** transmissions.

- Supported supervisors with document production, records, correspondence, and daily office requests.
- Screened telephone and **email** inquiries, then connected residents with appropriate resources.
- Prepared **correspondence**, formatted reports, and proofread materials for service teams.
- Maintained electronic and paper files containing sensitive administrative information.
- Checked submitted time records and escalated discrepancies before processing deadlines.
- Coordinated meeting logistics, schedules, materials, and follow up documentation for staff.

LANGUAGES



MY CAREER



- Senior Executive Administrative Assistant at Cedar Ridge Community Services (2.8 Years)
- Executive Office Coordinator at Northlake Family Support Network (2.5 Years)
- Administrative Support Specialist at Prairie View County Services (2.7 Years)

PROJECTS

- Advisory Council Records Refresh** 📅 2024
Created a consistent process for agendas, meeting packets, action items, and decision records, giving program leaders a clearer reference for follow up.
- Executive Travel Documentation Process** 📅 2023
Organized itineraries, receipts, business purpose records, and expense submissions into a practical workflow that reduced avoidable reimbursement corrections.

LEADERSHIP & AWARDS

- Recognized by program leadership for dependable confidential executive support and timely follow through.
- Received team recognition for resolving time sheet discrepancies before payroll submission deadlines.
- Selected to coordinate advisory council materials, action tracking, and organized decision records.

EDUCATION

High School Diploma
Madison East High School 🎓 GPA: 3.5 📅 2018 📍 Madison, WI
***Coursework:** Business writing, office technology, records management, public service*

CERTIFICATIONS

- Microsoft Office Specialist 📅 2024
- Records Management Certificate 📅 2023

TECHNICAL SKILLS

- **Microsoft Office:** Word, Excel, Outlook
- **Communication Systems:** Email, telephone, fax
- **Records Management:** Electronic files, paper files, retention practices
- **Timekeeping Systems:** Time sheets, approval workflows, payroll deadlines
- **Travel Administration:** Itineraries, receipts, expense reports
- **Document Production:** Correspondence, reports, meeting packets
- **Office Operations:** Mail distribution, filing, calendar coordination
- **Advisory Council Support:** Agendas, action items, decision records
- **Privacy Practices:** Confidential records, access controls, sensitive documents
- **Remote Work Tools:** Secure workspace, high speed internet, employer computer

PROFESSIONAL AFFILIATIONS

- Public sector human services administration community, Madison, Wisconsin.
- Community advisory council support network, Madison, Wisconsin.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST