### Moriah Lindsley

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##### Experienced Administrative Assistant Professional

Adaptable, trainable, and outgoing administrative assistant professional known for providing high-level assistance that helps organizations achieve their business goals. Excel at improving processes, creating effective systems and procedures, building rapport with clients and stakeholders at all levels, and resolving disputes to prevent business loss. Fast learner with strong communication and organization skills. Trusted diplomat and mediator who moves fluidly between prioritized tasks to support successful business.

**Skills & Areas of Expertise**

Administrative Support | Account Management | Process Improvement | Data Entry | Customer Service | Marketing

Relationship Building | Document & Contract Processing | Purchase Orders | Invoicing | Scheduling | Calendar Management | Accounting

**Professional Experience**

**JAS DEVELOPMENT CORPORATION, San Antonio, TX Sept. 2021 - Present**

**Construction Administrative Assistant & Warranty Coordinator**

Construction Administrative Assistant and Warranty Coordinator working directly under the lead Construction Manager at JAS Development Corporation, a commercial and custom luxury home builder in San Antonio, TX, which includes the entities: Diamante Luxury and Custom Homes, Emerald Series Homes, Center City Homes and Development, and Proline Pools. Wear a multitude of hats and manage large range of tasks to assist the entire construction team, from the sales hand-off in pre-construction all the way through the clients’ warranty coverage period.

**Key Achievements:**

* Worked to mitigate and complete long-outstanding punch lists and warranty issues for several clients, vastly improving client satisfaction with the company through highly effective diplomacy and professionalism.
* Worked directly with the president of the company to train in managing warranty claims and litigation cases.
* Improved processes and procedures, creating construction meeting notes documentation, building a construction administrative assistant reference manual for processes, and developing “idea” meetings with the company Controller to discuss ideas on how and where we could improve the company.
* Organized, enrolled the company, and managed the new partnership with ProHome to help manage the warranty needs of the company.
* Balanced and managed the various needs of the team, clients, and subcontractors with a grace that earned recognition.

**VAZQUEZ COMMERCIAL CONTRACTING, Kansas City, MO Jul. 2018 – Aug. 2021**

**Administrative & Project Manager Assistant**

Assisted project managers at a general contracting firm by creating and submitting all necessary project documentation. Ensured that documents were received on time, signed by the correct individuals, and properly processed. Prevented project delays by recording progress, tracking deadlines, and following up with project managers. Also issued and processed purchase orders, led AIA preparation and billing, and provided other administrative support as needed. Collaborated with federal government agencies such as the US Army, Air Force, Corps of Engineers, Department of Veterans Affairs, and General Services Administration to facilitate government badging and clearance.

**Key Achievements:**

* Took initiative to create the company’s first Administrative Training Manual; streamlined and improved new-hire training.
* Preserved a key business relationship by resolving a vendor dispute; scheduled a meeting with both parties, aided discussion, and helped determine a solution.
* Created a complex Excel spreadsheet for effectively billing time and materials on complex construction projects; also gained experience in construction accounting and billing processes.
* Recognized by General Services Administration (GSA) personnel for outstanding work on contract projects.
* Generated repeat business, resolved disputes, and drove cost savings by building strong relationships with vendors, subcontractors, and project owners.

**VAZQUEZ COMMERCIAL CONTRACTING, continued**

* Improved processes and efficiency by streamlining procedures, creating a new purchase order process, and introducing new strategies.

**TRIOCOLLECTIVE ADVERTISING, Wichita Falls, TX (Remote) Nov. 2017 – Present**

**Executive Administrative Assistant**

Work remotely as executive assistant to the company owner and provide high-level support, including scheduling and calendar management. Drive client acquisition by researching leads in addition to editing and proofreading proposals. Oversee business bookkeeping, organize client files, manage accounts, and provide outstanding customer service. Assist in creative development and social media marketing for client projects.

**Key Achievements:**

* Contributed to marketing proposals that won new business.
* Improved client tracking capabilities by building an Excel-based system to record information.
* Streamlined the invoice process by creating a new template; prepare monthly invoices and submit to clients.
* Learned basic social media marketing, calendar scheduling, and logo design; execute social marketing tasks so the owner can focus on higher-level priorities.

**SELECTQUOTE SENIOR, Overland Park, KS Aug. 2017 – Jul. 2018**

**Client Services Representative (Jan. 2018 – Jul. 2018)**

**Licensed Sales Agent (Aug. 2017 – Dec. 2017)**

Received calls from current and potential clients to answer questions and resolve policy issues. Also made outbound calls. Sold Medicare Advantage Plans to Medicare-enrolled clients.

**Key Achievements:**

* Completed training with a Top 5 ranking.
* Enrolled a high volume of applicants by leveraging a positive attitude, minimizing applicant frustration, and addressing applicant concerns.
* Generated a high level of customer satisfaction by resolving issues and complaints, connecting clients with the proper insurers and agents, and taking customer concerns seriously.

**EQUIS FINANCIAL, Kansas City, MO Dec. 2016 – Apr. 2017**

**Independent Life Insurance Agent**

Evaluated leads, scheduled appointments, and met with clients in their homes to sell financial products that included life insurance and annuities. Upheld confidentiality while maintaining records and working with clients’ sensitive personal data.

**Key Achievements:**

* Independently studied for and passed the Life & Health Insurance licensing exams for Kansas and Missouri.
* Selected to attend a national corporate convention.

**OMTREE SHALA & ALIGNED: PILATES-BARRE YOGA, Lawrence, KS Aug. 2015 – Dec. 2016**

**Yoga Instructor**

Taught philosophy, meditation, mindfulness, asanas, and pranayama techniques to students with a wide range of ability levels. Entered client data into the studio software system and processed credit card transactions.

**Key Achievements:**

* Completed a 200-hour Certified Yoga Teacher training program; also earned Level 1 Yin Yoga Certification from renowned instructor Carole Westerman.
* Received substantial praise and positive feedback from students, including a yoga studio owner.

**FURRY KIDS PET SITTING & DOG WALKING, Austin, TX Jun. 2005 – Jul. 2007**

**Certified Professional Pet Sitter**

Founded an animal care business that provided pet sitting and dog walking services. Led all daily and big-picture operations, including strategy, sales, marketing, and client acquisition.

**Key Achievements:**

* Built client base from the ground up by designing branding, creating marketing materials, building a website, and promoting the business in the local area.
* Generated repeat business by earning client trust, providing outstanding service, and developing rapport with pets.
* Obtained Pet Sitters International certification.

**Education & Training**

**Fox Valley Technical College, Appleton, WI**

Associate of Arts and Sciences (AAS) in Hospitality Management

Technical Diploma in Food Service Production

Certificate in Advanced Baking

**Technical Profile**

Microsoft Office | Excel | Word | Adobe PDF Editor | Foundation Accounting Software | Procore | Newforma | BuilderTrend

**Languages**

**English** (Fluent) | **Spanish** (Basic)