Katherine C. Torres

Mint Hill, NC (312) 576-9234 kattorres1@ymail.com

PROFILE:

EXPERIENCE: Executive Assistant and Program Manager who has coordinated key business functions for more than 10 years.

COMMUNICATION: Good listener with strong written and verbal skills who understands what stakeholders need and presents information in clear, concise language.

- Executive Calendar
- Project Management
- Meeting Planning
- Problem Solving
- Presentation Design
- Decision Making

EXPERIENCE:

NORTHWESTERN UNIVERSITY, FEINBERG SCHOOL OF MEDICINE Chicago, Illinois 2007-June 2014

PROGRAM MANAGER (2013-Present)
EXECUTIVE ASSISTANT (2008-2013)
Support an executive (Chief Medical Officer, Department Chair) in the Department of Emergency Medicine of a high profile medical school. Determine what issues should be presented to the executive, and what can be addressed at a lower level. Schedule meetings and ensure that the proper personnel attend. Make decisions regarding the executive's schedule, speaking engagements, and fees. Track deadlines for senior leaders. Coordinate travel and lodging. Manage ad hoc projects that involve productivity, outcomes, and quality. Maintain a dashboard that tracks a key aspect of P/L (billing and revenue) that impacts faculty compensation. Develop PowerPoint presentations that are delivered to the Board of Directors. Draft correspondence, including letters of recommendation. Edit and proofread the executive's correspondence. Organized materials related to the executive's service on professional boards. Maintain confidential records.

- Created a Sharepoint site that was used to assemble a document needed to apply for a $1 million Federal grant.
- Managed HR component/onboarding of 20 employees at an affiliated business (Lake Forest Hospital). Ensured mandatory orientation and training was completed.
- Assigned to a special project collecting data and documents needed to obtain funding for a program (Emergency Medical Systems) that are integral for providing emergency medical services and disaster planning at high profile public events.
- Frequently analyze and improve end-to-end processes and systems.
- Enhanced skills working with Excel and analyzing data.
- Promoted from a position as Administrative Assistant (2007-2008).

ABN AMRO BANK Chicago, Illinois 1997-2007

ASSISTANT TEAM LEADER (2004-2007)
Directed the Global Client team when the manager was offsite. Addressed issues that involved multi-million dollar international funds transfers. Interacted with high profile clients (Fortune 500) in resolving problems. Analyze data and processes to identify solutions. Supervised a three person team that managed customer service.

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- Demonstrated strong decision making skills in determining how funds would be transferred.
- Selected for a team that analyzed and enhanced core processes and implemented related training programs.

EXECUTIVE ASSISTANT & REGIONAL BUSINESS OFFICE MANAGER (2002-2004)
Supported the Chief Technology Officer (CTO). Managed the executive's expenses, calendar, and travel. Tracked budgets and spending across several categories. Research and identified causes of spending overruns. Directed staff when the executive was offsite. Supervised a team of 5 administrative assistants. Processed documents needed for human resources and hiring. Coordinated annual employee reviews.

- Took on additional duties overseeing business offices in Michigan, New York, New Jersey, and Dubai.
- Promoted from positions as Project Assistant (2000-2002) and Administrative Assistant (1997-2000).

EDUCATION:

NORTHWESTERN UNIVERSITY Chicago, Illinois
Bachelor's Degree expected 2016

- Major in Leadership & Organizational Behavior

TECHNICAL SKILLS:

MS Office: Excel (advanced), PowerPoint (advanced), Word, Publisher, Outlook
Adobe CS: Illustrator (basic), Photoshop (basic)
ERP: Oracle (budgets, project management)

LANGUAGE:

Spanish
Speak & Read (fluent)
Write (Intermediate)