

Nicole L. Goodman

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QUALIFICATIONS SUMMARY:

Accomplished and dedicated Executive Assistant with more than 12 years of experience coordinating, planning, and supporting daily operational and administrative functions of Senior Vice President (SVP)

- **Administrative:** Handle all administrative matters, including planning meetings, managing calendars, making travel arrangements, composing documents, and budget support
- **Communication:** Interact professionally with all levels of staff and maintain the highest level of confidentiality; known for tact in handling confidential and sensitive information
- **Computers:** Proficient in Microsoft Office (Outlook, Word, and Excel)

AREAS OF EXPERTISE:

- *Schedule Management *Organizational Skills *Time Management *Problem Solving
- *Budget Management *Relationship Building *Prioritization *Efficient Calendar Management

EXPERIENCE:

Lincoln Financial Group, Greensboro, NC

Executive Assistant to SVP of Life Solutions

November 2010 – Current

- Manage Executive's every-changing schedule, including scheduling meetings and appointments
- Prioritize and manage conflicting appointments using judgement to streamline daily, weekly, and monthly recurring calendar events
- Support team members across multiple locations and business units
- Arrange domestic and international travel arrangements, including booking flights and ground travel, confirming hotel, dinner reservations, preparing itineraries, and expense reporting
- Communicate with internal and external business partners while exhibiting a high degree of professionalism
- Establish relationships across organization to facilitate coordination of meetings for SVP and team members
- Coordinate and planned team events for major holiday and celebrations
- Prepare sensitive information while maintaining confidentiality
- Trained and onboarded new Administrative Assistant
- Anticipate the needs of SVP and act accordingly

Administrative Assistant to AVP

April 2008 – October 2010

- Supported 60 people team in Greensboro NC office
- Provided support with budget preparation and management
- Established trusting work relationships across organization, able to leverage those relationships to support team
- Managed purchasing of office supplies, gifts, and assisted team with travel arrangements and expense reports

Market America, Greensboro, NC

Legal Assistant

2005 – 2008

Vanguard Cellular, Greensboro, NC

Customer Service Representative & Paralegal

1997 – 2005

EDUCATION:

Guilford County College, Greensboro NC

1998 - 1999

Licensed Paralegal – North Carolina Certified

VOLUNTEER ACTIVITIES:

- Lincoln Financial Group Life Solutions Diversity & Inclusion Committee 2020 – current
- Lincoln Financial Group African American Business Resource Group 2021– current
Member of Planning Committee
- Lincoln Financial Group United Campaign Greensboro 2018 – current
- Employee Action Committee 2013 – 2017

SYSTEMS WORKED WITH:

- Concur, ARIBA, Chrome River
- MS Office (Excel, Word, PowerPoint, Access)
- Adobe