

# **SUSAN B. STACK**

1305 Vallemede Rd, Greensboro, NC 27410

sbstack1979@yahoo.com

(336) 856-0105

## **SUMMARY**

- Excelled on yearly performance reviews and was promoted often.
- Relationship oriented with outstanding communication, client service and organizational skills.
- Goal-driven; seek new challenges and opportunities for accomplishment.
- Sharp, analytic, and innovative problem solver/troubleshooter.
- Equally effective working on self-managed projects and as a cooperative team member.
- Computer Skills - Microsoft Word, Excel, PowerPoint, & Outlook, Email and Internet, Constant Contact and database software programs.

## **EXPERIENCE**

### **UNITED ARTS COUNCIL, Greensboro, NC - 2005 - 2011**

Executive Assistant to the President/CEO – Set up meetings, agendas and minutes for board meetings and other committees and commissions, travel coordination, correspondence, and other duties as needed.

Community Relations Coordinator – Administered the Awards program, managed volunteers, speaker's bureau, communication and coordination of Arts Day advocacy, and the Guilford County Schools workplace campaign, assisted the marketing and development staff with community meetings, events and assisted marketing with communications throughout the community.

### **US TRUST COMPANY, Greensboro, NC - 2000 - 2005**

Promoted to Client Service Administrator – 2004 – Administered all client service duties for 34 clients, coordinated new client transitions which included the transfer of assets, oversaw the account opening and closing processes, coordinated flow of work between client service team and middle office team, provided monthly payment and investment reports, compiled quarterly performance books, and looked for proactive ways to improve administrative client service.

Executive Assistant – 2000 – Performed all administrative duties for 16 clients oversaw the account opening and closing processes which included data entry, provided monthly payment and investment reports, provided marketing materials for prospects, maintained all client and prospect databases and files, prepared travel expense reports, correspondence and answered phones for two managers.

### **BURLINGTON INDUSTRIES, Reidsville, NC - 1996 - 2000**

Promoted to Assistant to Traffic Manager – 1998 - Coordinated the shipment of goods using the routing instructions of our customers, contacted our customer's carriers and scheduled pick-up from our flow-through DC, daily planning of future shipments to meet product availability and DC capacity.

Promoted to Data Coordinator – 1996 - Trained and assisted all Customer Service employees with PC operations, created SAS and FOCUS programs, updated and maintained programs for production jobs, executed and distributed production jobs and created and maintained spreadsheets for weekly/monthly reports.

Control Clerk III – 1996 – Performed administrative duties for four Account Managers, monitored and entered orders and kept Sales Representatives aware of order status, handled special projects and mailings.

## **ADVANCED OFFICE SOLUTIONS, Eden, NC - 1994 - 1996**

Owner – Provided classroom and individual training on IBM compatible computers: Microsoft Office and Works, QuickBooks, Quicken, Windows, beginning computer skills, Internet and Email. Also performed services in word processing, resume consulting and writing, newsletters, wedding programs and brochures. Managed the marketing, sales, accounts payable and receivable and created class-training materials for the students.

## **WALKER, MELVIN & BERGER, Eden, NC - 1990 - 1995**

Promoted to Loan Closing Specialist – 1993 - Prepared loan packages and coordinated loan closings. Worked with attorneys' offices, buyers, sellers, mortgage lenders, realtors, appraisers, title insurance companies, insurance companies, the tax office and Register of Deeds office.

Legal Secretary – 1990 - Prepared and followed up of bankruptcy petitions and collection accounts, maintained personal injury and worker's compensation cases.

## **FOLGER, TUCKER & HOWE, Madison, NC - 1989 - 1990**

Legal Secretary - Prepared loan packages and coordinated loan closings, prepared estate documents and inventories, scheduled appointments for three attorneys, managed accounts payable and receivable, purchasing of office supplies and answered phones.

## **EDUCATION**

Notary Public

Real Estate Sales License – 1990 to 2007

Service Excellence Training - 2001

University of North Carolina, Greensboro, NC - 1986

Miami University, Oxford, OH – 1979 - 1981

Western Hills High School, Cincinnati, OH – 1979

## **COMMUNITY ACTIVITIES**

Mobile Meals Advisory Board – 2010 to present

Guilford Merchants Association – Training & Development Committee 2007 to present

DOVIA – Member 2006; Secretary 2007-2008

St. Paul the Apostle Church – Education Committee 2005

Brandt Village HOA – Board of Directors 2002-2004

Caregivers of Rockingham County Volunteer – 1997-99; Volunteer Exemplar Award 1999

Eden Chamber of Commerce - Member 1995-97

Eden Business & Professional Women's Club - Member 1990-93; President 1991-92

Holy Infant Catholic Church - Director of Religious Education 1991-93

Morehead Girl's Volleyball/Softball Boosters – 1990-92; Founding President 1990-91

Eden Jaycees - Member 1988-89