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PROFILE

Executive Assistant and Business Office Manager with over eleven years experience in supporting executive management. Extensive experience in Board preparation, travel management, project management and financial/operational dashboards. Proven ability in leadership, change-management, multitasking, fast paced, high pressure environments and undertaking new responsibilities. Selected areas of additional strengths:

Executive Support and Leadership: Provide high quality support to CEO, CFO and Directors. Strong interpersonal and communication skills; competent and dedicated team player; highly organized and detailed oriented; able to prioritize and achieve project goals.

Operations Management: Highly productive managing projects and business analysis; creative problem-solver who rapidly adapts to changing demands. Extensive experience with financial reporting and budgets, stock option administration, human resources, travel and facilities management.

Computer Skills: Microsoft Word, Excel, PowerPoint, Visio, Outlook, Project, Access, Communicator, SharePoint and Net Meeting.

PROFESSIONAL EXPERIENCE

LIFEMASTERS SUPPORTED SELF CARE, INC., Irvine, California **2005 - Present**
A leading disease management and health improvement company.

Executive Assistant and Office Manger

Report to the President & Chief Executive Officer and Chief Financial Officer, responsible for executive-level administrative support and office management operations.

- ◆ Work extensively with Board of Directors, Operating Executives and Executive Assistants to organize quarterly meetings and committee meetings. Prepare Board materials, coordinate meeting locations and catering.
- ◆ Collaborate with CFO to manage Stock Options and Equity database. Process grants and awards, exercise stock options, maintain investor records, coordinate Investor and Shareholders meetings.
- ◆ Handle highly confidential transactions including proposed merger due diligence.
- ◆ Exceeded budget reduction by 30% for office supplies.
- ◆ Maintain calendars; coordinate travel arrangements and speaking engagements; schedule meetings, catering, event planning; prepare expense reports, correspondence, meeting agendas and minutes.
- ◆ Supervise Front Office Administrative Assistant.
- ◆ Liaison with corporate travel agency enforcing travel policies, reviewing reports and resolving issues.
- ◆ Coordinate renewal process for corporate insurance policies, request and maintain additional certificates.
- ◆ Efficiently handle facilities duties including evaluation of new office space and coordinated the downsizing of current office space.
- ◆ Human Resources liaison scheduling and facilitating interviews, new hire orientation, training, ergonomics and exit interviews.
- ◆ Assist Legal Department with contract coordination, documentation and record keeping.

BLUE SHIELD OF CALIFORNIA, Lodi, California

1997 - 2004

An independent member of the Blue Cross and Blue Shield Association with 3.4 million members, providing a wide range of commercial and government products throughout California.

Business Analyst, Intermediate (2003 - 2004)

Reported to Director of Projects and Analytics and focused on high profile company projects.

- ◆ Six Sigma IFP (Individual Family Plan) Enrollment Project – data collection, benchmarking, designed traveler analysis documents, prepared business process mapping, trend analysis, variance reports and process improvements using Six Sigma Methodologies.
- ◆ South San Francisco Contract Automation Project – decomposed existing contracts for automation, managed project work plan, and developed and coordinated the training plan.

Senior Administrative Support Coordinator (1997 - 2003)

Supported the Installation and Membership Director along with Operations Managers with a staff of over 400 in a fast paced environment. Back-up support to the Senior Vice President and Senior Director of Consumer Operations.

- ◆ Maintained schedules and calendar, attained deadlines on projects and reports, prepared PowerPoint presentations and Microsoft Project timelines.
- ◆ Coordinated, collected data; prepared and insured timeliness of budget process.
- ◆ Prepared and processed quarterly Team Incentives.
- ◆ Prepared and coordinated meetings, conference rooms, catering, conference calls, expense reports, travel arrangements and department events.
- ◆ Performed Human Resource functions in recruiting, interviewing, hiring, training, payroll, data entry and maintaining confidential personnel files.
- ◆ Installation & Membership Major Projects – assisted with initial design, maintenance and content for the project's database.
- ◆ Installation & Membership Dashboard – assisted with initial design, metrics, definitions and project list.
- ◆ HIPAA Privacy Training – facilitated and tracked team members' completion of training.
- ◆ Assisted Project Managers in Project Development Training Classes.

AMERICAN EQUIPMENT, Stockton, California

1996 - 1997

A unit of Fluor Corporation which provided mobile equipment and tools needed for government and industry construction projects.

Secretary II

Reported to Office Manager, responsible for general office duties, training and supervising clerk typist.

- ◆ Served as Customer Service Representative to companies throughout the world.
- ◆ Assisted in marketing campaigns including designing and generating flyers, creating mailing list of potential customers and mass mailings.

USAIR EXPRESS / STATESWEST AIRLINES, INC., Stockton, California

1990 - 1992

Customer Service Agent

- ◆ Responsible for ticket, check-in, security and boarding of passengers.

EDUCATION AND CERTIFICATION

California State University, Fresno, Bachelor of Science, Business Administration

California State University, Sacramento Project Management Certification

Emergency First Responder Instructor

LICENSE

Notary Public