

Josephine Horton

Senior Executive Management Assistant

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STRENGTHS

- 🔑 **Executive judgment**
Anticipated sensitive issues during urgent operations, and leaders relied on concise context before making decisions.
- 👥 **Diplomatic liaison**
Connected executives, agencies, vendors, and public contacts with calm communication; difficult conversations became easier to move forward.
- 📅 **Meeting governance**
Prepared agendas, briefings, and action records that gave meetings a clearer purpose and dependable follow through.
- 🔒 **Confidential records**
Protected restricted files through controlled access and consistent naming; accurate retrieval became a trusted office standard.
- ⚙️ **Priority coordination**
Reworked competing schedules around urgent needs while preserving preparation time for important leadership meetings.

SKILLS

Executive support

Confidential correspondence

Executive calendars

Stakeholder liaison

Government relations support

Meeting coordination

Briefing materials

Records management

Document control Proofreading

Diplomacy Microsoft Office

Schedule management

Public inquiries Action tracking

SUMMARY

Senior executive management assistant with 9 years of progressively responsible experience supporting **public sector** and **regulated organization** leaders. Provides confidential executive correspondence, complex calendar management, meeting governance, briefing materials, records management, and **cross agency coordination**. Serves as a trusted liaison among senior executives, **government offices**, agencies, legislators, industry partners, staff, vendors, and members of the public. Applies sound judgment, diplomacy, discretion, and organizational awareness when handling sensitive information and competing priorities. Translates leadership goals into clear schedules, communications, follow up systems, and accurate decision materials. Experienced in Microsoft Office, document control, proofreading, executive communications, and operational coordination. Prepared to contribute dependable administrative support that keeps executive priorities organized, timely, and connected across stakeholders.

EXPERIENCE

Senior Executive Assistant

Great Lakes Civic Operations 📅 March 2022 - Present 📍 Fort Wayne, IN

Manage executive office operations for a chief operations leader in public service. Coordinate calendars, confidential communications, briefings, meetings, records, and stakeholder follow up while connecting leadership priorities with operational teams, government partners, **board facing staff**, vendors, and community contacts.

- Managed **executive calendars** and **confidential correspondence** for public service operations.
- Prepared briefing packets, agendas, talking points, and decision materials for leadership meetings.
- Connected executives, government partners, staff, vendors, and **community contacts** through clear liaison support.
- Maintained **controlled access** records with consistent naming, retention, and **version practices**.
- Resolved schedule conflicts by reorganizing priorities around urgent operational matters.
- Reviewed executive communications for facts, tone, attachments, and approvals before distribution.

Executive Secretary

Midwest Infrastructure Council 📅 January 2019 - February 2022 📍 South Bend, IN

Supported senior directors overseeing regional infrastructure programs across multiple workstreams. Managed executive schedules, correspondence, meeting logistics, records, **action tracking**, and sensitive documents while improving preparation routines and supporting **coordination** among agencies, contractors, advisers, and public representatives.

- Supported senior directors through calendars, correspondence, files, and meeting logistics.
- Coordinated agency, contractor, legal adviser, and **public** representative meetings.
- Drafted executive correspondence from source notes with careful **proofreading** and **confidentiality** controls.
- Tracked commitments, submissions, leadership requests, deadlines, and missing inputs.
- Handled restricted personnel and operational documents through established records procedures.
- Standardized agendas, pre reads, and action logs, reducing last minute preparation gaps.

Administrative Assistant

Riverbend Public Services 📅 June 2017 - December 2018 📍 Toledo, OH

Provided administrative support for operations managers through scheduling, document preparation, visitor coordination, records maintenance, travel planning, and public inquiry routing. Built early experience in operational reviews, executive materials, confidentiality, proofreading, and dependable follow up across a public service setting.

- Supported operations managers through scheduling, documents, visitors, and incoming requests.

LANGUAGES

English	Native
Spanish	Beginner

MY CAREER



- Senior Executive Assistant at Great Lakes Civic Operations (4.5 Years)
- Executive Secretary at Midwest Infrastructure Council (3.1 Years)
- Administrative Assistant at Riverbend Public Services (1.5 Years)

- Prepared meeting **materials** and action notes for cross functional operational reviews.
- Screened calls and correspondence, routing public inquiries to appropriate program staff.
- Maintained electronic and paper records for completeness, **confidentiality**, and retrieval.
- Coordinated travel, **room reservations**, and **event logistics** for agency meetings.
- Proofread reports and presentations for grammar, dates, formatting, and attachments.

PROJECTS

Executive Office Coordination System 📅 2024

Created a dependable follow up structure for executive meetings, combining agenda preparation, decision tracking, deadline visibility, and controlled records so leaders could act with clearer information.

Stakeholder Briefing Workflow 📅 2021

Strengthened meeting preparation across agencies and public representatives through consistent briefing packets, source review, action logs, and timely distribution of approved materials.

LEADERSHIP & AWARDS

- Certified Administrative Professional recognition, earned in 2023 after sustained executive support and administrative leadership.
- Microsoft Office Specialist Associate recognition, earned in 2021 for office productivity and document skills.
- Selected as a trusted liaison for sensitive executive communications and cross agency coordination.

EDUCATION

Associate of Applied Science

Ivy Tech Community College 🎓 GPA: 4.0 📅 2017 📍 Fort Wayne, IN

Coursework: *Executive secretarial science, business communications, office systems, records management*

CERTIFICATIONS

- Certified Administrative Professional 📅 2023
- Microsoft Office Specialist Associate 📅 2021

TECHNICAL SKILLS

- **Microsoft Office:** Word, Excel, Outlook
- **Executive Scheduling:** Calendar management, schedule coordination, priority planning
- **Executive Communications:** Correspondence, talking points, stakeholder updates
- **Meeting Administration:** Agendas, briefing packets, action logs
- **Records Management:** Retention, controlled access, electronic records
- **Document Control:** Version control, naming standards, approval routing
- **Government Coordination:** Agency liaison, legislative contact, public offices
- **Public Service Operations:** Operational reviews, service coordination, issue routing
- **Office Administration:** Travel planning, room reservations, visitor coordination
- **Quality Review:** Proofreading, fact checking, attachment review

PROFESSIONAL AFFILIATIONS

- Public sector executive support and administrative operations community.
- Regional infrastructure and government coordination network.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST