

Amanda Grover

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Professional Experience

Aflac Group Insurance

Executive Assistant II to Vice President of Operations

March 2012 to Present

- Manages flow of content to executive; serves as a liaison between executive leadership, management and staff as necessary to ensure effective time management of executive leadership
- Coordinates complex scheduling and extensive calendar management to include deliverable timelines and also working in multiple time zones for national and international customers, filtering appointments if necessary
- Initiates telecommunications and oversees logistics for conference calls and videoconferences for domestic and international meetings
- Composes and/or edits a variety of documents including highly confidential correspondences and proposals, ensures circulation to relevant audiences
- Provides expense reporting to include working with international conversion rates. Works with budget analyst to ensure executive and team adhere to budget allocations, maintains all expense documentation and prepares department purchase requisitions and vendor invoices
- Responsible for meeting and travel arrangements for executive level management team; arranges travel for executives through internal agents, prepares and compiles trip itinerary to include trip details and any additional information needed for travel
- Coordinates extensive domestic and international travel including door to door logistics
- Acts as a project coordinator to plan and execute events; organizes, books, plans and outlines team building events for executive level leadership and acts as a liaison between human resources and division heads by assisting in planning and orchestrating company-wide events
- Builds relationships with outside vendors and community organizations/companies: meets with external vendors and performs site visits to establish viability for future events and meetings
- Completes special research projects as directed
- Participates in effectively training new team members and helps coordinate their working environment; granting access to the systems, setting up their work stations
- Performs various clerical functions to include but not limited to: updating and maintaining the records management system, effectively managing multiple phone lines for executives, scheduling meetings, organizing mail and essential documents, maintaining appropriate office supply levels, etc.

Aflac Group Insurance

Agent Validation Specialist

February 2011 to March 2012

- Accurately executed the end-to-end process of agent validation and group set-up
- Managed 17 territories and provided support to state administrators in each state: collected and managed all documentation needed for agent validation for these 17 states and processed new/existing group enrollments/re-enrollments
- Processed hierarchy changes and Agent/Broker of record changes and completed all required system changes
- Communicated daily with internal (other departments) and external (state offices, field force, and brokers) points of contact to confirm enrolling or commissioned agents; to verify contacting and licensing; to review group assignment sheets; and to confirm commission packages, including commission splits, group enrollment details, and total commission rates for products
- Established agent validation in designated system database, including commission contracts per product and agent; hierarchy chain per agent; validation of commission type per agent; and provides commission/enroller instruction detail
- Planned departmental events and assisted with planning company events through various committees

Aflac Group Insurance

Contract Specialist I

November 2010 to February 2011

- Managed contract projects to completion: accurately entered contract information into database system, prepared customer correspondences and validation letters, tracked contract statuses, and completed all documentation required to ensure a timely and coordinated execution of contracts
- Assisted field force with all necessary contracting and licensing inquiries
- Proactively recommended methods and procedures for process improvement
- Maintained the repository for contracts and related correspondence records
- Planned and executed department events
- Ensured compliance to government contract requirements varying by state

Relevant Event Planning Experience

Adrenaline Ice Hockey - Adelaide, SA Australia

2009

Marketing Research Manager

- Established marketing strategies to meet organizational objectives
- Researched trends in audience to determine what new services should be introduced
- Developed marketing plan to ensure profit growth and expansion of services
- Planned the organization's promotional activities
- Designed and contributed to the production of promotional materials

Massachusetts Convention Center Authority - Boston, Massachusetts

2007

Event Services Intern

- Assisted event managers with exhibition set-up
- Successfully learned how events are executed in Boston's two convention centers
- Participated in site visits and pre-convention meetings
- Learned how to create floor plans on Auto Sketch
- Set up rooms for pre-convention meetings
- Explored all departments of the facilities

Seacoast Sports and Outfitters/Costal Apparel - Johns Island, South Carolina

2007

Marketing and Event Planning Intern

- Assisted in the creation of in-store and out-of-store promotions, sales, and advertisements
- Planned in-store events and promotions
- Performed basic retail duties

College of Charleston Student Media Center - Charleston, South Carolina

2006

Event Planning Intern

- Planned and promoted the organization's open house
- Prepared press releases and radio announcements to market event
- Contributed with the writing of the organization's portfolio

Education

College of Charleston - Charleston, South Carolina

May 2007

Bachelor of Arts in Corporate Communications with a minor in Health