
MARGO BASSO

Naperville, Illinois 60540 ♦ 6303351476 ♦ mbasso91@gmail.com

PROFESSIONAL SUMMARY

Highly organized and detail-oriented administrative professional with expertise in managing complex calendars and schedules for high-profile personalities through meticulous organization while still maintaining flexibility in mind and approach. Enthusiastic about contributing to captivating content creation with my strong organizational skills and meticulous attention to detail.

EDUCATION & SKILLS

BACHELORS: English
Language and Literature, 2013
Bradley University - Peoria, IL

- G-Suite
- Mac + MS Office proficiency

- Schedule Management
- Travel coordination

WORK HISTORY

Mass Of The Ages / Executive Assistant, 08/2022 - 09/2023 - Remote

- Streamlined the scheduling and organization of weekly team meetings for 6 participants, leading to improved communication and collaboration within project groups.
- Expertly managed travel arrangements for C-suite executives, including international itineraries, VIP protocol, and last-minute changes, while adhering to strict budgets.
- Managed a system for tracking and analyzing donor contributions, ensuring data accuracy and generating insightful reports that supported successful fundraising campaigns and improved donor engagement.

Sedgwick Claims Management Services Inc. – Naperville, IL / **Bill Review Coordinator** , 11/2017 - 07/2022

- Demonstrated expertise in Legal-X database navigation and data input techniques, ensuring accurate and efficient invoice processing.
- Successfully organized and digitized expense receipts using Nuance PowerPDF, streamlining expense reimbursement processes.
- Effectively managed multiple large-scale data projects, ensuring timely completion and accuracy by strategically scheduling tasks, streamlining data entry processes, and implementing rigorous QC measures

ClaritasU.com / Virtual Assistant, 03/2017 - 12/2017

- Maintained a positive and respectful online environment through proactive moderation, promptly addressing rule violations and fostering constructive communication.
- Delivered accurate and verbatim transcripts of complex 30-45 minute expert interviews with high accuracy rate and fast turnaround times.
- Demonstrated empathetic and professional communication in email responses, de-escalating situations and building positive customer relationships.
- Conceptualized and curated engaging weekly e-newsletters with compelling content, captivating visuals, and targeted audience focus.