

HEATHER HIGGINS

Business Manager | Executive Personal Assistant

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INTEGRITY. RESOURCEFULNESS. ENERGY.

Multi-talented, ultra-organized senior-level administrator with over 15 years of experience providing direct support to CEOs, Ultra High-Net-Worth Individuals (UHNWI), Entrepreneurs, Executive Directors, and Philanthropists. Thrives on providing operational leadership in a right-hand role supporting a visionary leader, independently or as a member or leader of a team. Driven by an earnest desire to amplify the impact of worthy causes. Passionate about anticipating needs and proactively solving problems. Committed to lifelong learning, setting aspirational goals, and exceeding expectations. An analytical, tech-savvy planner with high EQ and an eye for process improvement opportunities. Caring, kind, funny, and calm under pressure.

SKILLS. TALENTS. ABILITIES.

Business Environment

- Accounting oversight and processing.
- Human resources management and payroll.
- Staff recruitment, training, and team leadership.
- Vendor sourcing, negotiations & supervision.
- Insurance claims and policy management.
- Iterative operational improvements.
- Meeting & workshop facilitation.
- Research & reporting using databases.
- Management of long-term projects.
- Heavy calendaring for ever-changing schedules.
- Gatekeeping, liaison to stakeholders.

Non-profit / Community Service Environment

- Event planning, press conferences, public workshops.
- Coalition building, marketing, fundraising.
- Governance experience as a Director and Secretary.
- Mission-driven service as a volunteer & staff member.
- Fundraising support in academic environment.
- Planning for advisory and governance board meetings.

Private Service

- Foundation representative for award recipients.
- Exemplary service down to the smallest detail.
- Trained in etiquette and protocol.

Technology Expertise: Fluent in Mac, PC (Win10), iOS. Microsoft Office System, Evernote, ADP, TeamViewer, QuickBooks, Google Drive, iCloud, Dropbox, WordPress, Mail Chimp, Acrobat, Advance, Gust, Trello, social media.

EXPERIENCE. RESPONSIBILITIES. ACCOMPLISHMENTS.

- UVa Advancement Development Associate** (temporary assignment) **Charlottesville, VA 4/2017 – 5/2017**
- Drive fundraising excellence for the Jeffersonian Grounds Initiative by providing senior level administrative support for Assistant VP and Director of Development. Utilize Advance applications for prospecting research and reporting that drives progress towards campaign goals. Organize and support Board events and communications. Collaborate with University executives and colleagues while providing exemplary solutions for the daily challenges of fundraising.
- Private Family Office Executive Personal Assistant** (trial period) **New York, NY 9/2016 - 11/2016**
- Provided personal assistant support in a tentatively launched role during a short term trial. Collaborated closely with family office and staff for 3 residences during reorganization. Interior design budget tracking for new construction. Liaison with foundation recipients. Calendar management for high society and philanthropic events. Private aviation travel coordination. Fine dining and luxury lifestyle reservations. Personal shopping. Tech support coordination.
- Ralph Lauren Executive Personal Assistant to EVP** (temporary assignment) **New York, NY 5/2016 - 8/2016**
- Provided heavy scheduling coordination and gatekeeping in team environment for this influential executive at Fortune 500 global fashion brand. Assisted with personal correspondence, personal finances, wardrobe management, travel planning, art collection management, insurance portfolio management, fine dining and luxury lifestyle reservations, and domestic staff and contractors for 3 residences.
- Private Family Office Executive Personal Assistant to the Founder** **New York, NY 2/2015 - 1/2016**
- Provided direct support to the UHNW principal and his wife, including maintaining complex calendars, serving as gatekeeper, and protecting their privacy. Provided concierge services for exclusive reservations and luxury lifestyle appointments. Ensured coordinated driver and child care coverage daily. Managed special collections, vendor relations including proposal review and approval process. Provided meticulous A/P record keeping.

Private Family Office (continued)

- Cultivated relationships and steered proposal development for large foundation gifts. Served as face of the foundation.
- Coordinated with residential project management firm, interior designer, security firm, and staff of 11-14 to ensure proper security, care, maintenance, and decorating of a world-class residence in NYC and a 2nd home.
- Coordinated extensive travel in conjunction with dedicated luxury travel agency for one-of-a-kind experiences, planning 12 months ahead and revising continuously. Personally orchestrated all private aviation (jet and helicopter) bookings, planned in-flight catering, arranged security services, and leveraged 24/7 global telemedicine services.

SingleStone Business Manager & Executive Assistant Charlottesville & Glen Allen, VA 11/2004 - 5/2013

- Supported CEO and COO including travel and meeting planning, gatekeeping, correspondence, calendaring, and preparation of presentation materials for \$MM technology consulting firm formerly known as Dominion Digital.
- Simultaneously served as member of leadership team, accountable for Human Resources, Finance, and Operations.
- Developed scalable internal procedures to support staff growth of 400% (24 to 100) and revenue growth of 300%.
- Implemented HR policies and led systems upgrades for payroll, self-service benefits, time tracking, expense tracking.
- Researched and gained best-in-class employee benefits packages while reducing cost by \$30K.

Elysium Business Administrator & Personal Assistant Charlottesville, VA 8/1998 - 11/2004

- Managed personal affairs, business operations, and two homes for entrepreneurial HNW couple. Supervised domestic staff of 2-3 people and provided HR management for business staff of up to 19 through tech boom & bust.
- Provided calendaring, household organization, gifting, personal shopping, travel planning, and served as acting commercial property manager. Real estate acquisition due diligence. Operations procedures & documentation.
- Coordinated design & construction of an 1,800 SF woodworking shop & studio.
- Cataloged, secured insurance coverage for fine art collection. Fleet management for personal and farm vehicles. Reviewed and renegotiated insurance portfolio for greater coverage at reduced total premiums.

FREELANCE. PART-TIME. VOLUNTEER.

Charlottesville Angel Network Senior Associate Charlottesville, VA 3/2017 - Present

- Member of a team of associates advancing the mission of connecting high-net-worth individuals, family offices, and successful entrepreneurs with opportunities to invest in early-stage companies in Charlottesville and beyond.

CBIC Gala Committee Registration Coordinator Charlottesville, VA 3/2017 - 5/2017

- Assisting with the annual gala awards ceremony by organizing registration for sponsors, finalists, and VIPs.

Freelance Strategic Business Services Charlottesville, VA & New York, NY 6/2013 - 2/2015

- Provided strategic and operational services to arts and technology entrepreneurs to support a successful business launch and rapid growth for one client and increased revenue and profits for others.

Bike Charlottesville	Co-founder, Community Organizer	Charlottesville, VA	2010 - 2014
Service Dogs of Virginia	Board Member & Secretary, Dog Trainer	Charlottesville, VA	2001 - 2014
Bike MS	Team Captain	Charlottesville, VA	2005 - 2010
Boys & Girls Club Cycling	Steering Committee (2006), Team Captain	Charlottesville, VA	2006 - 2009
C'ville Downtown Fdn	Director & Secretary, Event Coordinator	Charlottesville, VA	2001 - 2002

EDUCATION. CERTIFICATIONS. MEMBERSHIPS.

University of Virginia	Bachelor of Arts (BA), Sociology
Red Cape Academy	Member, Microsoft Office System on-demand training
Be The Ultimate Assistant	Workshop Participant
Charles MacPherson Academy	Certification in Household Management
Domestic Estate Management Association	Member, Conference Participant, Volunteer
Intuit	QuickBooks Online Certified
Human Resources Certification Institute	Professional in Human Resources (PHR 2008-2014)
The Bounce Collective	Leadership Development
Center for Nonprofit Excellence	Sustainability Planning for Small Nonprofits workshop
Piedmont Virginia Community College	Principles of Accounting
UVa School of Continuing & Prof. Studies	Human Resources Management & Org. Behavior

