

HEATHER HIGGINS

Senior Executive Assistant | Business Manager

heather@heatherhiggins.com | 434-760-3330 | 821 Altavista Ave, Charlottesville, VA 22902
www.heatherhiggins.com | www.linkedin.com/in/heatherhiggins

INTEGRITY. RESOURCEFULNESS. ENERGY.

Highly-competent, organized, and ambitious Jane-of-all-trades with over 20 years of providing direct support to Entrepreneurs, Corporate Executives, and High-Net-Worth Individuals. Thrives on creating order out of chaos and clearing a path forward for a visionary leader and team. Driven by an earnest desire to achieve aspirational goals. Passionate about anticipating needs, solving problems, seeing initiatives through to their best solution, and creating effective administration systems. Proven ability to maintain confidentiality, adapt swiftly, and serve as a trusted proxy. An analytical, tech-savvy planner with high EQ, business acumen, and an eye for process improvement opportunities. Caring, kind, funny, and calm under pressure.

SKILLS. TALENTS. ABILITIES.

Business & Higher Ed Environments

- Management of short & long-term projects.
- Establishing/improving operational standards and scalable systems.
- Meeting management for agenda planning, action item tracking, recordkeeping.
- Gatekeeping, liaison internally & externally.
- Vendor sourcing, negotiations, supervision.
- Facilities expansions, renovations, office moves.
- Personal & business correspondence.
- Heavy calendaring for ever-changing schedules.

Non-profit / Community Service Environment

- Governance experience as a Director and Secretary.
- Event planning, press conferences, public workshops.
- Coalition building, digital marketing, media liaison.

Private Service

- Extensive luxury / private aviation travel coordination.
- Specialty collection management, sales, acquisitions.
- Liaison with architects, builders, interior designers.
- Personal concierge services, meticulous bookkeeping.

Technology Expertise: Fluent in Mac, iOS, Windows. Microsoft Office System, Evernote, ADP, Collector Systems, QuickBooks, Google Drive, iCloud, Dropbox, WordPress, Mail Chimp, TeamViewer, Acrobat, Gust, Workday, social media.

EXPERIENCE. RESPONSIBILITIES. ACCOMPLISHMENTS.

UVA Office of CHRO Exec Assistant to VP & Chief Human Resources Officer Charlottesville, VA 7/2017 - Present

- Provide senior-level administrative and project management support for the CHRO and Sr. Director of Strategic Initiatives during a multi-year, national-award-winning, reorganization of the HR function and migration to new enterprise software for the University and Medical Center. Manage the CHRO's inbox, calendar, and project deliverables. Collaborate with pan-institution leadership representatives regarding highly sensitive projects. Provide meeting planning, facilitation, and action item accountability for the senior leadership team to ensure meeting efficacy and coordinated progress toward goals. Facilitate a year-long digital fluency program for administrators to increase the skills needed to execute flawlessly, get more done in the day, and deliver better results in less time.

UVA Advancement Development Associate (temporary assignment) Charlottesville, VA 4/2017 - 5/2017

- Helped drive fundraising excellence for the Jeffersonian Grounds Initiative by providing senior-level administrative support for 4 Development Officers. Organized and managed Board events and communications.

Private Family Office Executive Personal Assistant New York, NY 9/2016 - 11/2016

- Provided personal assistant support in a tentatively launched role during a two-month trial. Collaborated closely with family office and multi-residence staff during reorganization. Interior design budget tracking for new construction. Calendar management for social and philanthropic events. Liaison with foundation recipients. Private aviation travel coordination. Fine dining and luxury lifestyle reservations. Personal shopping. Tech support coordination. Principal decided the timing wasn't right for an EPA.

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. Assisted with personal correspondence, personal finances, wardrobe management, travel planning, art collection management, insurance portfolio management, fine dining and luxury lifestyle reservations, party planning, and domestic staff and contractors for three 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. 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.
- Served as face of the foundation. Cultivated relationships and steered proposal development for large foundation gifts.
- Coordinated extensive travel in conjunction with dedicated luxury travel agency for one-of-a-kind experiences. Personally orchestrated all private aviation (jet and helicopter) bookings, planned in-flight catering, arranged security services, and leveraged 24/7 global telemedicine services.
- Coordinated with residential project management firm, interior designer, security firm, and staff of 11+ to ensure proper security, care, maintenance, and decorating of a world-class residence in NYC and a Summer home on LI.
- High turnover position.

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 multi-million dollar technology consulting firm, formerly Dominion Digital.
- Member of leadership team, accountable for Human Resources, Accounting, and Operations.
- Developed scalable internal procedures to support staff growth of 400% (25-100) 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 Personal Assistant / Business Administrator Charlottesville, VA 8/1998 - 11/2004

- Managed personal affairs, business operations, and two homes for entrepreneurial HNW couple. Supervised domestic staff of 3 people and provided HR management for business staff of 19.
- Provided calendaring, gifting, personal shopping, travel planning, and commercial property management. Real estate acquisition due diligence. Operations procedures & documentation.
- Fine art collection management, fleet management. Renegotiated insurance portfolio for greater coverage at reduced total premiums. Coordinated design & construction of an 1,800 SF woodworking shop & studio.

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 - 5/2018

- 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 Director & Secretary, Dog Trainer, Puppy Raiser Charlottesville, VA 2001 - 2014

EDUCATION. PROFESSIONAL DEVELOPMENT.

RedCape Academy
Charles MacPherson Academy
Be The Ultimate Assistant
University of Virginia

Facilitator, Digital Fluency Program
Certification in Household Management
Workshop Participant
Bachelor of Arts in Sociology

