



JENNIFER SZPAK

VIRTUAL ASSOCIATE



I am a Virtual Associate with over 13 years of experience in various aspects of Business Operations. My core areas are Salesforce CRM, Purchasing and Procurement, Project Coordination, Process Improvement and General Administration.

SPECIALIZATIONS

- Salesforce Customer Relationship Management
- Tracking and Reporting Data and Metrics
- Purchase Order, Invoicing and Expense Management
- Project Workflow and Document Management
- Process Implementation and Improvements
- Travel Planning

WORK EXPERIENCE

Business Operations Specialist

2008 TO 2021

- Own Purchase Order process from creation through to approvals and manage supplier invoicing.
- Analyze, create, implement and improve processes for multiple areas within project teams .
- Track project status and facilitate review meetings via various reporting methods.
- Assist project managers with workflow management, project deliverables, and data and document control.
- Manage Sharepoint sites for all assigned project teams.
- Manage supplier onboarding and offboarding.

EDUCATION BACKGROUND

CERTIFICATIONS

Salesforce Administration - Current

SharePoint Administration - 2016

Business Analysis - 2014