Lindsey Nicole Holcomb

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Skills

- Workday
- Basecamp
- Asana
- Smartsheet
- Microsoft Office 365 including Outlook, Word, Excel and PowerPoint
- Microsoft SharePoint
- SAP Concur
- NICE inContact
- Adobe Creative Cloud including Photoshop and Premiere
- Experience using Zoom, LivePerson, LoopUp, Skype for Business, Microsoft Lync and Microsoft Teams
- Extensive data entry and CRM experience using in-house tools at Blizzard and TRS
- Real-time customer service experience in-person, via electronic messaging and over the phone
- Dealing with customer billing and confidential account information

Employment History

Washington State University, Elson S. Floyd College of Medicine, Department of Community and Behavioral Health, PRISM Collaborative   (01/2020 - present)

Administrative Assistant 2, Office Manager

- Manage calendars for 3 faculty members, including Director of PRISM Collaborative research team
- Schedule and book travel for 35 people in accordance with university and state laws and regulations
- Evaluate and coordinate purchasing and maintenance for all office equipment, furniture, and supplies
- Initiate all personal services contracts for external vendors and monitor progress
- Manage hiring and onboarding process for new faculty and staff, including office space, travel and relocation, interview scheduling, IT services and hardware procurement
- Review, evaluate, and recommend changes of policies and operating procedures
- Design office space layouts to facilitate flow of office work between organizational units
- Proof and edit executive correspondence and letters of recommendation
- Arrange maintenance and service contracts and emergency repairs for 3 off-site research facilities across Washington state
- Design forms and write new policy directives for internal use, such as travel procedures and employee onboarding procedures
- Liaise and coordinate with other research teams, university purchasing and travel teams, IT services, and Human Resources
- Manage department records; install filing systems; arrange for records classification, retention, and disposition
- Supervise transportation requests, including use of pool and department automobiles
- Conduct in-person training, create online training videos, and write step-by-step documentation for faculty and staff on how to use SharePoint, Basecamp, and Workday
- Administer access and manage creation and organization of all research related materials and information across SharePoint site pages, libraries, and folders
- Review work of professional staff to ensure it's in conformance with rules, laws, policies, and standards
- Write and facilitate procurement of biographical sketches as part of grant application process
- Supervise departmental intern and graphic designer
- Attended 3 introductory NIH grant writing workshop virtual courses
- Attended campus-wide Workday training webinars during Workday introduction and attend continuing education sessions as new business processes are implemented in Workday
- Attend process and policy review sessions hosted by university central finance department
- Implement my own travel and purchasing tracking system in Excel which is now being used by other departmental administrators
- Maintain monthly budget projections for each grant project in Excel

Teacher Retirement System of Texas, Health and Insurance Benefits Department   (07/2014 - 12/2019)

Administrative Assistant II-IV

- Recipient of team "Shining Example" award for outstanding effort during contentious TRS benefit changes
- Recipient of "Bushel of Fun" award for positive attitude and friendly demeanor
- Nominated twice for agency "Golden Apple" award for outstanding personal initiative and contributions
- Train and support office personnel in converting to digital records
- Train and support office personnel in use of SAP Concur, Microsoft Teams and NICE inContact software
- Supervise 3 temporary employees during peak times, managing daily work assignment and project completion
- Provide coverage for Executive Assistants as scheduling demands
- Compile monthly call center reports for executive staff, TRS Board of Directors and Texas Legislature
- Manage departmental budget and travel arrangements abiding by extensive TRS and State of Texas policies
- Schedule employee interviews and office meetings, booking conference rooms and securing necessary IT assets
- Manage all content of departmental SharePoint Intranet and Collaboration site
- Provide level one IT support to office personnel

- Review all outgoing mail to TRS members for HIPAA violations
- Create and maintain Excel spreadsheets for tracking outgoing mail, appeal requests and purchasing
- Create and submit all departmental purchase orders
- Assist with proofing and design for all digital and print communications
- Liaise with IT, communications, print shop, staff services and external vendors
- Use SurveyMonkey to create ActiveCare Contribution questionnaire and counselor training quiz

Activision Blizzard, Inc., Customer Support   **(07/2008 - 06/2014)**

In-Game Support Representative

- Three time recipient of "Team Player" award for positive attitude and friendly demeanor
- Recipient of "Team MVP" award for coordinating team events
- Train team members on basic daily responsibilities as well as advanced job functions
- Handle dissatisfied customers to ensure satisfactory problem resolutions
- Operate in high volume, enterprise customer service organization handling customers' confidential account information
- Liaise with developers based on customer feedback to improve overall customer experience
- Serve as chief organizer for New Player Orientation program designed to improve customer retention
- Volunteer as team event coordinator for social team building events including scheduling and tracking participation
- Serve as secretary for monthly team meetings

Education

Austin Community College, Austin, Texas   **(04/2014 - 06/2014)**

72 hours completed: Webmaster Certificate Program

Digital Media Arts College, Boca Raton, Florida   **(08/2005 - 08/2007)**

Degree conferred: Bachelor of Fine Arts - Computer Animation

Blinn College, Bryan, Texas   **(08/2004 - 05/2005)**

Major: Computer Science Minor: Spanish

Texas A&M Corpus Christi, Corpus Christi, Texas   **(08/2002 - 06/2004)**

Major: Computer Science Minor: Spanish

Lamar University, Beaumont, Texas   **(08/2000 - 06/2002)**

Major: Visual Arts