

Sunny's Virtual Assistance

SUNNY A. BAIN PROFESSIONAL VIRTUAL ASSISTANT

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Ben Dean, Ph.D., MentorCoach.com, Owner/CEO ~ Bethesda, MD

10/00 to Present

- Continuing Education Coordinator – track attendance and coordinate/distribute continuing education certificates and certificates of completion. Input attendance into an Excel spreadsheet
- Responsible for end of course paperwork submission and annual renewal with the following continuing education providers; American Psychological Association, National Association of Social Workers, National Board of Certified Counselors, and the CA Board of Behavioral Sciences
- Convention Coordinator – Locate and arrange for monthly workshops held in four separate locations per month, 9 of the 12 months of the year. Coordinate room availability, room set up, beverage/food arrangements, AV equipment. Arrange travel for the two presenters and sleeping rooms
 - Input all information from the enrollment forms into ACT! (database software)
 - Gather hotel directions and parking costs for creation of confirmation letters
 - Send confirmation letters via US mail and Email to enrollees
 - Create badges for workshop attendees
 - Send ACT! database syncs daily/weekly to the corporate office of the enrollees
 - Central contact person for all questions relating to workshops
- eNewsletter – receive first draft of monthly newsletter (over 130,000 subscribers) and create newsletter from online system; includes links, graphics, etc. (eMailNetworks.com)
- Input and track all student information into an Access database (currently over 2100 people, and growing)
- PowerPoint presentations
- Domain management including revising and uploading autoresponders (1automationwiz.com)
- Responsible for all listserves for virtual student courses (total of 30 ongoing lists). This task includes subscribing and unsubscribing, changing passwords, and reformatting the verbiage of what is sent out when a person is subscribed (BlueHost.com)

Ellen Ostrow, Ph.D., LawyersLifeCoach.com, Life Coach ~ Washington, DC

8/06 to Present

- Input of all invoices and payments (QuickBooks.com)
- Credit card charging (PracticePaySolutions.com)
- eNewsletters (ConstantContact.com)
- Create and email invoices to clients
- Update/input of all content on website
- Travel – hotel, air, car, etc.
- PowerPoint Presentations
- Customer service including sending brochures from website requests, email communication with clients re: billing

Diane Dreher, PhD, MA Counseling, NorthStarPersonalCoaching.com, Los Gatos, CA

5/15 to Present

- Marketing / business document design
- Business card design
- Website creation & updates
- Travel – hotel, air, car, etc.
- Research with detailed document of findings

Bonnie St. John, BlueCircleLeadership.com – Motivational Speaker, Author, Coach ~ Catskills, NY 9/05 to 11/14

Motivational Speaking Engagements:

- Set up pre-call interviews with hiring organizations
- Coordinate & ship books for speaking events
- Create travel itineraries; includes travel, hotel, event location, event contact

Book Creation/Book Events:

- Chapter typing
- Setting up interviews with those interested in contributing
- Requesting permission from material cited in book
- Responsible for identifying organizations/audiences to promote newest book release
- Coordinate all details surrounding events
- Create travel itinerary; includes travel, hotel, event timeline with location, event contact, directions

Miscellaneous:

- Update/input of content on website
- Check landline voice mail daily
- Check email while traveling
- Create PowerPoint presentations for events
- Open new Internet accounts when needed and administer accounts (Facebook, LinkedIn, MySpace, etc.)
- Process and ship orders for books (eFulfillment.com)
- Scheduling – calendar updates w/same (linked through MailStreet.com)
- Travel – hotel, air car, etc.

Catherine Fitzgerald, Executive Coach, Washington DC

10/00 to 4/08

Daily/Weekly tasks:

- Schedule meetings with corporate clients—Contact for all needed appointments, cancellations, etc.
- Invoice preparation and send. Follow up if needed.

Research:

- DSL vs. dial-up Internet connection (pro's and con's)
- Photocopying services (cost) in remote locations, as well as local to client
- CPA. Interviewed several and provided to client those that specifically matched her needs
- Passport application and renewal process—how, when, where, cost
- Home office fax machine research
- Car stereo system research
- Health insurance information for home office employee
- Professional photographer. Found three for client to interview and choose from based on client criteria
- Information on syncing with a Personal Information Manager and Desktop Organizer
- Cuisine that could be prepared and brought to the home versus cuisine that could be prepared, brought to the home and cooked
- Personal chef/housekeeper
- Website company to create/build website, including maintenance

Other:

- Manuscript typing, including bio coordination, permissions, formatting of manuscript ~ published by Davies-Black
- Air, hotel, rental car, train, reservations
- Travel pricing for anticipated trips
- Follow up on outstanding invoices
- PowerPoint presentations
- Reviewed telephone service/long distance provider. Was able to save my client hundreds of dollars/year by finding and arranging for a different provider for all phone lines
- Coordinated speaking engagement and arranged hotel for all attendees
- Created an ad to run at a local university to find a driver/care taker for her son
- Insurance claim form processing
- Personal insurance claim form submittal and contact person for questions regarding same
- Email sent on clients behalf
- Transcription

Hank Cauley, Forest Stewardship Council, President, FSCUS.org ~ Washington DC

10/01 to 8/02

Hank Cauley, Owner, Innovative Environmental Technology ~ Falls Church, VA

8/02 to 1/06

- Daily email review with client. Client dictates responses to me and I respond via email on his behalf (receives approximately 50-125 email per day).
- Printing of email "to read" and forwarding to client via Airborne Express
- Meeting coordination

- Business/Personal appointment scheduling
- Maintain business calendar
- Extensive US/International travel arrangements including air, hotel, rental car, rail reservations
- Typing of documents for meetings
- PowerPoint presentations
- Mass mailings to Certificate Holders and FSC Members
- Environmental Impact reports on various corporations within the UK
- Research on various companies/organizations

Authentic Happiness Coaching Program, AuthenticHappinessCoaching.com

Martin E. P. Seligman, Ph.D., Ben Dean, Ph.D. – Co-Owners

4/03 to 4/05

- The Authentic Happiness Coaching Program (AHC) is no longer offering courses (a total of 4 were offered). Was responsible for email replies and phone messages from past and prospective participants regarding CEU/Diploma's, next course availability, past participant listing on the website, tape recording orders from past courses
- Continuing Education Coordinator – track attendance and coordinate/distribution CE credits
- Responsible for end of course paperwork submission and annual renewal with the following continuing education providers; American Psychological Association, National Association of Social Workers, National Board of Certified Counselors, and the CA Board of Behavioral Sciences
- Formatted Authentic Happiness Coaching Newsletter and sent to list
- Handled subscribes and unsubscribes for the Authentic Happiness Coaching Newsletter (over 150,000 subscribers)
- Moved domains from one host to another
- Coordinated handout material for Dr. Seligman's lectures/speeches (shipping location, quantity, placement, etc.)

Stacy Brice, AssistU.com, Chief Visionary Officer ~ Baltimore, MD

08/99 to 6/03

- Autoresponder and Majordomo Coordinator:
 - Handled all the updates for the autoresponder system
 - I was the person to write to if an email address needed to be changed on any of the majordomos (approximately 255 people)
- Virtual Mall Editor:
 - Coordinated and published the Virtual Mall—a place where the AssistU Community can advertise goods and services
- VA Care Desk Coordinator:
 - Received all "Human Click" messages and "Customer Service" messages via email. Responded to all accordingly or forwarded to the appropriate person within AssistU to handle
 - Received all "Freedom Voice" messages. These messages come in email but are actually voice mail messages. Respond to all accordingly or forwarded the message to the appropriate person within AssistU

Lotfi Belkhir, Kirtas Technologies, CEO, KirtasTech.com ~ Victor, NY

10/01 to 1/05

- Travel coordination within the US
- Meeting coordination
- Business/personal appointment scheduling
- Extensive travel arrangements including air, hotel, rental car, rail reservations
- Typing of documents for meetings
- Mass Mailings
- Data entry of prospects
- Internet research
- Coordination and execution of trade shows for AIIM and the ALA. Tasks included:
 - Completion of all paperwork
 - Coordination of transportation of product
 - Coordination of booth set up; including workmen, lighting, electrical, etc.

References available on my website at www.sunnybain.com.