

MELANIE LINDSTRÖM

Executive Assistant | Executive Administrative Assistant



EXPERIENCE

Executive Assistant to CEO

Invistic AB

05/2025 - 08/2025 Enköping, Sweden

- **Managed and organized executive email inbox**, ensuring timely responses and smooth communication with clients, employees, and customers.
- **Coordinated with accountants** to send, track, and reconcile invoices, maintaining accurate financial and expense records.
- **Researched and retrieved invoices and supporting documentation upon request**, preventing delays in reporting and compliance processes.
- **Maintained strict confidentiality and attention to detail** while handling sensitive financial and business correspondence.

Executive Administrative Assistant

Mentor & Speaker', 'Jessica Williamson

07/2024 - 12/2024 Perth, Australia

- **Coordinated executive communications, event outreach, and marketing campaigns**, ensuring seamless execution across global projects.
- **Managed client-facing digital platforms and scheduling**, aligning executive availability with speaking engagements and marketing activations.
- **Designed and prepared executive presentations**, workshops, and campaign materials for leadership events.
- **Supported international visibility efforts** by researching and securing speaking opportunities.
- **Developed visually engaging slide decks** for client workshops and webinars, ensuring presentation materials aligned with learning objectives and enhanced overall session effectiveness.
- **Optimized YouTube video uploads** with SEO-driven titles, descriptions, tags, and hashtags, enhancing visibility and driving increased channel traffic.
- **Managed Kajabi platform** to create, modify, and update client websites, ensuring accuracy and functionality across product pages, landing pages, and promotional materials.

Executive/Administrative Assistant to CEO

Manifest Greatness Media

05/2024 - 08/2024 Virginia, USA

- **Optimized calendar management**, managed CEO's complex calendar and prioritized scheduling for high-level meetings.
- **Arranged and optimized international travel logistics**, creating detailed itineraries that improved efficiency during business trips.
- **Prepared executive-level pitches and correspondence**, ensuring professional representation of the CEO.
- **Managed Google Business Accounts**, enhancing digital presence and remote team operations.
- **Coordinated client and CEO appointments**, increasing meeting efficiency and boosting client engagement.
- **Handled travel logistics**, reducing planning time by 50% while ensuring cost-effective bookings.
- **Developed pitches for public relations**, enhancing the company's media presence and visibility.

SUMMARY

Executive Assistant with extensive experience supporting senior leaders across multinational organizations. Skilled in managing complex calendars, international travel, expense reporting, and SAP-style invoicing. Adept at coordinating executive meetings, preparing presentations, and supporting marketing and cross-functional projects. Recognized for discretion, organizational excellence, and the ability to thrive in fast-paced environments. Fluent in English and can speak other languages.

EDUCATION

Bachelor of Science in Business Administration Major in Marketing Management

Cebu Institute Technology - University

05/2012

TRAINING / CERTIFICATES

Business Development: Strategic Planning
Project Management Institute (PMI)®

HubSpot Marketing Software Certified
HubSpot Academy

Zendesk Customer Service Professional
Zendesk: Customer Service Software & Sales

TESOL/TEFL Certificate
World TESOL Academy

Email Marketing Certified
HubSpot Academy

Social Media Management
Meta Blueprint

Career Essentials in Generative AI
Microsoft Learn and LinkedIn Learning

American Staffing Association Corporate Recruiting Professional Certificate
American Staffing Association

Inclusive Strategies for Open Source (LFC103)
The LINUX Foundation

EXPERIENCE

Team Lead - Wolt (Calling Department)

Invisible Technologies

12/2021 - 12/2022 California, USA

- **Supervised and monitored 40 agents'** activity levels
- **Conducted onboarding and training sessions** for around 20 new agents per week, providing them with platform access
- **Trained new team members** by relaying information on company procedures and its rules
- **Managed schedules, accepted time off requests** and found coverage for short shifts
- **Monitored team performance** and provided constructive feedback to increase productivity and maintain quality standards
- **Held weekly team meetings** to inform team members on company news and updates
- **Established open and professional relationships with team members** to achieve quick resolutions for various issues

Graphic Designer

UpDigital Group

06/2022 - 12/2023 California, USA

- **Designed visual projects (brochures, infographics, advertisements)** that boosted company visibility and marketing campaigns.
- **Trained and mentored colleagues in design software.**
- **Created infographics** to better communicate complex data

Calling Agent

Invisible Technologies

10/2021 - 12/2021 California, USA

- **Demonstrated excellent communication and phone skills** in conducting surveys and gathering information
- **Top 3 customer service agent** in the 4th quarter of 2021
- **Maintained accurate records of collected data** during the survey process

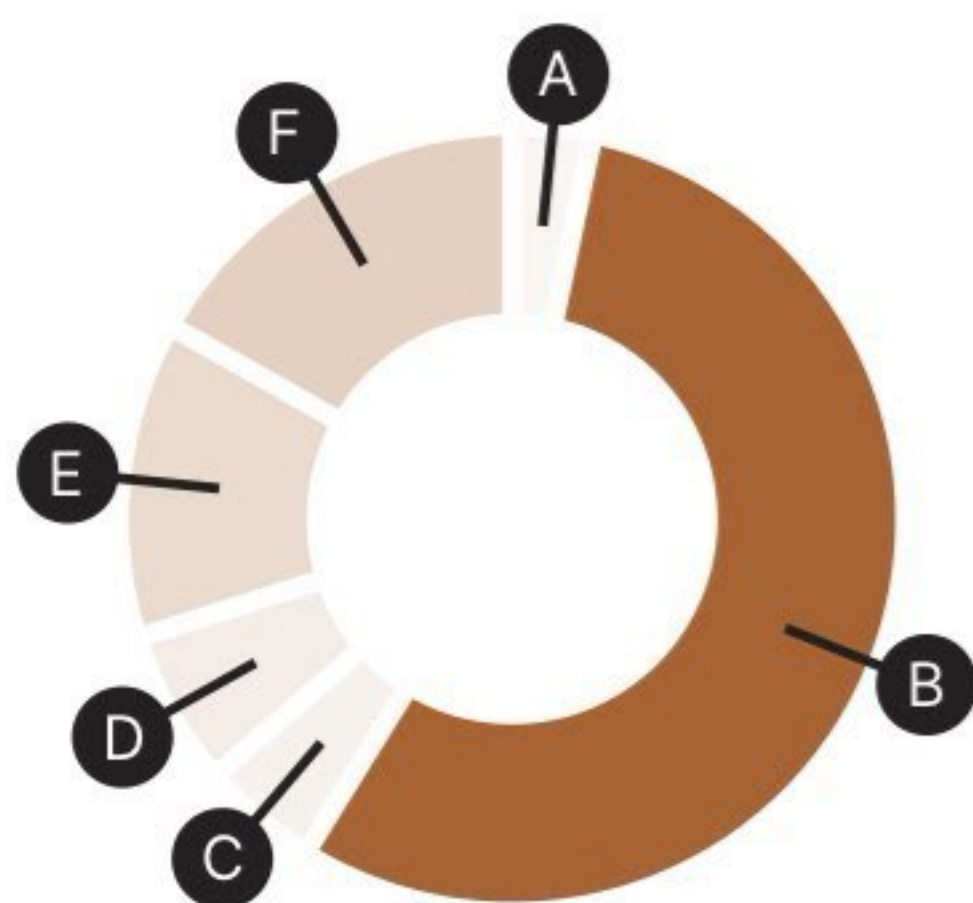
AI Data Trainer

INV Technologies

12/2021 - 02/2022 California, USA

- **Trained ChatGPT OpenAI** using Microsoft Azure by giving commands and instructing various tasks such as booking hotels, flights, using spreadsheets and creating presentations
- **Provided scripts to the AI Machine Learning** to demonstrate the instructions, showing it step-by-step how each task is performed
- 95% of my script per week was approved by our team leader
- **Helped OpenAI to understand the training process** and replicate these tasks based on the provided guidance and examples

MY TIME



- A Planning my day
- B Work Mode
- C Eat/Break
- D Playing with my dog
- E Online Learning
- F Sleep

LANGUAGES

English

Expert (near-native)



Swedish

Upper Intermediate



Tagalog/Filipino

Native



SKILLS AND TOOLS

Skills

International Travel Coordination

Calendar & Schedule Management

Expense Reporting & Invoicing

Confidential Executive Support

Event & Marketing Support

Data Analysis & Reporting

Presentation Development

Research & Client Outreach

Invoicing and Billing Management

Tools

Microsoft Office Suite

Teams

Kajabi

Google Workspace

Trello

Google Workspace

Asana

Adobe Acrobat

Microsoft Azure

CRM Software

Notion

HubSpot

Google Analytics

YouTube Studio

Go HighLevel