

ROMAINE BROWN-PALMER

FRACTIONAL EMPLOYEE | CONTRACT-BASED SUPPORT

ADMINISTRATIVE OPERATIONS MANAGER | PROJECT MANAGER | EVENT LOGISTICS MANAGEMENT

PALM BAY, FL | C:914-720-6537 | E: ROMAINEBROWNPALMER@GMAIL.COM

Hello Hiring Manager,

Please allow me to introduce myself. My name is Romaine Brown-Palmer, and I am a remote administrative operation, event logistics, and project manager. I am seeking to align myself with organizations needing to hire fractional employees or contractors for administrative operations, operations planning, or project management.

Nicknamed 'The Brain' by my clients and colleagues, my passion is the process and creating environments that support creative thinking and service-oriented leadership. I have the unique ability to break down tasks, systems, and processes into easy-to-understand actionable steps. I am most successful in roles that require the talents of someone who can bridge gaps, works well with multiple departments, and support fast-moving entrepreneurial personalities.

My experience as an administrative operations manager for several businesses has given me exceptional hands-on experience in business operation, technology mastery, and a robust skillset across all areas of business administration.

Highlights from my over two decades of experience in operations and administrative management include being one of the youngest property lifestyle managers of luxury properties in NYC. I have also worked firsthand with multiple startups helping them establish operations processes that have helped take them from inception to multi-six and seven-figure businesses.

My goal in reaching out to you today is to establish a relationship as a resource for you should your organization need my services now or in the future. I welcome the opportunity to discuss opportunities with you and can be reached at romainebrownpalmer@gmail.com or directly at 914-720-6537.

I look forward to connecting.

Warmly,
Romaine Brown-Palmer

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EXPERIENCE

SUCCESS Enterprises, LLC.

March 2021 - Present

Administrative Operations Manager [REMOTE.]

As the Administrative Operations Manager for SUCCESS Enterprises, I oversee the daily operations of the administrative department and coaching team, ensuring that both organizations run smoothly and efficiently. In this role, I leverage a combination of leadership, strategic thinking, and hands-on operational skills. I also serve as a primary contact for the internal departments regarding administrative concerns or initiatives. Collaborating with other department heads, I work to align administrative and SUCCESS Coaching operations with the overall company strategy.

The Executive Administrative Group, LLC.

November 2014 - Present

CEO, Lead Consultant [REMOTE]

Owned and operates as a boutique virtual assistance agency as well as providing administrative consulting to small business owners regarding building location independent businesses and hiring virtual team members. Service delivery focus has been supporting small businesses with their day-to-day operations as well as handling annual, quarterly, and monthly corporate event logistics.

RKE Law Group

June 2013- October 2014

Office Manager & Director of Client Services [Hallandale Beach, Fl.]

As Office Manager and Director of Client Services, I managed administrative, billing (AP), human resource operations as well as provide marketing and client retention support.

Meditab Software

Operations Coordinator [Doral, Fl.]

Meditab Software, Inc. is a leader in the Health Information Technology, EHR/EMR space serving ambulatory providers and their practices. In this position, I had the opportunity to wear many hats as an operations coordinator and human resource generalist, including organizing event logistics and managing an international team of implementation specialists.

University of Miami

December 2009 - September 2011

Office Manager - Department of English [Coral Gables, Fl.]

As the Office Manager for the English Department, I was responsible for the Management of all faculty and fiscal affairs within the department as well as serving as the liaison between the public, the department faculty, and Chair.

Managed Systems

May 2007 - March 2009

Office and HR Manager [New York City, NY]

As the Office/HR Manager for Managed Systems, I was the lead administrative presence in the office and was the liaison between clients, employees, and management. I also supported the c level executives in working with investors and board members. I managed the recruiting, interviewing, onboarding, and ongoing talent management needs of the company.

American Leisure Facilities

January 2001 - May 2007

Operations and Lifestyle Manager [New York, NY]

In this role, I handled Property Management for luxury residential communities in NYC, Westchester, and Rockland NY Counties. As the on-site presence for all properties assigned, I was responsible for the day-to-day operations and social event management of the community, staff management, and lifestyle facilities.

CONTACT



914-720-6537



romainebrownpalmer@gmail.com

KEY SKILLSETS

- Administrative operations
- Operations leadership
- Systems and Process development
- Event management and logistics
- Recruitment and Talent Management
- Project Management
- Excellent written and verbal communication development for customer service and client support

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Below is a breakdown of systems and processes I am currently proficient in. I believe knowing how to efficiently use all the amazing technology at our disposal is key to successful business operations. In addition, this proficiency helps me easily adapt to new systems you may look to implement, affording you the freedom to explore what tools are the best option for your business.

PROCESSES

Administrative Support & Management

- Email Management & Correspondence
- Scheduling and Calendar Management
- Electronic Filing and Management
- Online Research
- Travel Arrangements
- Inventory Management
- Presentation Creation
- Creation and ongoing maintenance of Standard Operating Procedure Manuals

Event Logistics Management

- Overall project buildout and management
- Location scouting
- Coordination and negotiation
- Budget management
- Deliverables scheduling
- Team Accountability Tracking and Management

Human Resource Generalist

- Recruiting Support and Management
 - Job Description Creation
 - Ad Posting
 - Pre-Screening
 - 1st Round Interviews
 - Offer Letter Presentation
- Employee Onboarding
 - Welcome package preparation
 - Employee file checklist management
 - Onboarding call and handbook review
 - IT coordination
 - Payroll system enrollment
 - Benefits administration and enrollment
- Payroll Management

Marketing Support

- Newsletter Creation & Formatting
- Blog Creation with SEO Best Practices
- Contact Management
- Content Research
- Content Creation
- Social Media Management

Project Management

- Project Planning
- Event Logistics Planning
- Deliverables Scheduling
- Team Accountability Tracking and Management

SYSTEMS

CRM's

- Infusionsoft/KEAP
- Salesforce
- Ontraport
- HubSpot
- 17Hats

Communication

- #SLACK
- WhatsApp
- Google Voice
- Google Hangout
- GoToMeeting
- Zoom Conference
- Uber Conference
- Skype
- Voxer

Email Marketing

- Active Campaign
- MailChimp
- Kajabi
- Infusionsoft/Keap
- Ontraport

Connective Tools

- Zapier

Video & Audio

- YouTube
- Vimeo
- Loom

Project Management

- Asana
- Basecamp
- Teamwork
- ProWorkFlow
- Trello
- Monday

Financial

- QuickBooks
- FreshBooks
- Stripe

Email & Calendar

- Outlook
- Gmail
- Microsoft365
- Calendly
- Time Trade
- YouCanBook.Me

Payroll Systems

- ADP
- Gusto
- Paychex

Cloud Storage

- DropBox
- Basecamp
- Google Drive
- One Drive
- LastPass

Creative Tools

- Canva
- Adobe DC

Social Media

- Facebook
- Twitter
- TikTok
- Instagram
- YouTube
- Buffer
- Tailwind
- Planoly
- Later

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TESTIMONIALS



We highly recommend Romaine and her incredible team. They help us make all the magic happen for our clients and ensure we are delivering world-class service in all that we do!

Jairek Robbins, Author, Speaker, Business & Performance Coaching, High Performance Ventures



Do yourself and your business a favor ... WORK WITH ROMAINE! Not only will you have someone on your team that's an expert in all things administrative, she cares deeply about helping you & your business succeed! She takes the time to get to know you, understand your needs & challenges & is able to create a (detailed) roadmap to get you from where you are to where you want to be while kindly keeping you on track & accountable to getting it DONE!

Marly Q. Casanova, Speaker, Emcee, Event



Romaine is THE BEST! I have worked with Romaine on many projects - she is reliable and professional, and she has negotiated many favorable contracts on our behalf. I was impressed by how much money we saved and how she set a positive and supportive tone with our vendors. She is so organized, no matter what was going on she was always two or three steps ahead. I have never felt so well taken care of, Thank you Romaine for helping me grow my business!

Rich Castellano MD., CEO and president of ImageLift.com and PracticeProfitabilityMD.com



Working with Romaine was one of the best decisions I made as a business owner. She provided me with so many tools and resources. I'm very much an overachiever and like to take a big bite out of everything I do. Romaine tenderly told me to take it slow and gave me the confidence to be able to comfortably run my business.

Courtney Bryant, Entrepreneur and Influencer