

(Michael)

## **PAMELA J. GLORIOSO**

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### **OBJECTIVE**

To secure a position utilizing my extensive administrative experience with a success driven and proactive firm. I will deliver results channeled through focused energy, hard work and determination while expecting nothing less than professionalism in my actions and intent, recognizing the necessity of teamwork and delivering proficient results in performance.

### **CAREER OVERVIEW**

**MASTER LOCK COMPANY/WATERLOO INDUSTRIES, INC., OAK CREEK, WI** **2007 - Present**  
Executive Assistant to Chief Financial Officer (Master Lock Company) and Executive Vice President & General Manager (Waterloo Industries, Inc.)

- Provides additional administrative support to Waterloo Executives – Vice President, Marketing & Product Development; Vice President, Industrial Sales; Vice President Manufacturing & Supply Chain Management.
- Responsible for ensuring the efficient operations of all functions related to executive staff, which requires accountability, time management, teamwork and collaboration, planning and organizing, and continuous learning.
- Compile and prepare weekly commodity & currency report.
- Compose various correspondence and presentations; prepare Master Lock & Waterloo quarterly audit letters for submission to parent company Fortune Brands, Inc.
- Manage Master Lock and Waterloo certificates of liability insurance.
- Maintain Master Lock patent plaque awards for inventor recipients.
- Maintain appointment calendars; prepare domestic and international travel to include VISA applications; prepare expense reports.
- Maintain Finance Department record retention.
- Administrative liaison for Waterloo travelers; serve on Fortune Brands Travel Committee, compose and prepare minutes from meetings.
- Lead individual for maintaining company apparel website, key vendor contact individual regarding inventory levels on outdated product, new product items, and coordination of semi-annual company employee apparel sales.

**ROUNDY'S SUPERMARKETS, INC., MILWAUKEE, WI**

**2005 – 2007**

Executive Assistant to Senior Vice President & Chief Financial Officer, Vice President & Controller, Vice President Loss Prevention & Corporate Security

- Responsible for ensuring the efficient operations of all functions related to executive staff, which requires accountability, time management, teamwork and collaboration, planning and organizing, and continuous learning.
- Provide administrative support to the Chief Executive Officer in Executive Assistant's absence.
- Prepare and distribute agendas and minutes for accounting staff meetings and Information Security Forum meetings.
- Compile data and prepare shrinkage/loss statistical analysis for Loss Prevention.
- Maintain appointment calendars for executive staff including travel accommodations and special arrangements.
- Responsible for balance and submission of Corporate VISA account, executive staff expense reporting.
- Coordination of new store Grand Openings, corporate annual charity golf event.
- Assst Director of Public Relations with promotional initiatives.
- Corporate representative for Milwaukee East Town Association's "Downtown Employee Appreciation Week" and coordinator/planner for company sponsored event "Jazz in the Park".

**FORTUNE BRANDS, INC., LINCOLNSHIRE, IL**

**1999 – 2005**

Executive Assistant to Senior VP, Strategy & Corporate Development & Corporate Director, Human Resources

- Negotiated and managed vendor contracts and logistics.
- Point person for planning/coordinating Diversity conferences and initiatives, and Corporate Internship Program.
- Coordinated Fortune Brands' Insight Leadership Conferences to promote growth opportunities for developing the full potential of women employees.
- Trained employees on Focus on-line performance management system.
- Maintained and followed-up with administrative portion of employee tuition reimbursement program.

Executive Assistant to Senior Vice President & Chief Financial Officer, VP & Corporate Controller,  
Vice President of Investor Relations, and Vice President of Corporate Communications

- Maintained appointment calendars for Chief Financial Officer and Vice Presidents, ensuring efficient utilization of the executives' time, including travel accommodations, and corporate jet flight scheduling.
- Composed reports, spreadsheets, correspondence and presentations as required.
- Prepared domestic, international travel and expense accounts for executives.
- Project management, site selection and coordination of corporate events and conference planning.

**PROVENA SAINT THERESE MEDICAL CENTER, WAUKEGAN, IL**

1993 to 1999

Assistant to President and Chief Executive Officer

- Responsible for ensuring the efficient operation of all functions related to executive staff, including management of secretarial personnel and supply and expense budget.
- Responsible for coordination and preparation of information for monthly Board meetings. Planned and coordinated annual Board Retreat.
- Responsible for contract review, and coordination of internal documents for executive staff.
- Liaison for resolving patients' complaints.
- Maintained network appointment calendar for CEO, including travel accommodations and special arrangements.
- Trained employees in the use of PictureTel video conferencing equipment.
- Organized and coordinated annual physician concert at Ravinia, Highland Park, Illinois; negotiation of vendor contracts.
- Coordinated and served on Mammography Dedication Committee for Breast Cancer Awareness Month.
- Served on Wellness By Choice Committee, updated Employee Fitness Center, selection of new equipment, and recruitment of new members.
- Coordination corporate functions and fundraising: American Heart Association, annual employee golf event, "Affair of the Heart" charity event, and served on National Hospital Week Committee.

Assistant to Executive Vice President, Vice President of Finance, Vice President, Patient Care Services, and  
Executive Director of Physician Hospital Organization - 10/93 to 2/97

- Prepared materials for monthly Finance meetings. Composed and prepared minutes from meetings.
- Maintained calendars for executives, including travel accommodations and special arrangements.
- Secretary to Executive Director of Physician Hospital Organization (PHO), handling managed care contracting, credentialing for 140 physician practice.
- Support secretary for Utilization Review assisting in tracking physicians' time spent on chart reviews, dictation, and prepare materials for monthly Patient Care/Utilization Review Committee meetings.
- Prepared analysis for Social Accountability Budget for hospital contributions.

**UNIVERSITY OF WISCONSIN-PARKSIDE, Kenosha, WI**

1987 to 1993

Program Assistant II - School of Liberal Arts - 9/92 to 10/93

- Managed student assistants for Department Chairs and faculty for the School of Liberal Arts (Communication, Philosophy and Modern Languages).
- Departmental budget responsibility.
- Submitted timetable schedules for Spring, Summer and Fall terms.
- Coordinated textbook adoptions.
- Trained and monitored student employees in the policies and procedures of the Departments and the University.
- Maintained records and data pertaining to adjunct teaching, current and historical course enrollments, course grade distribution, and student evaluations.
- Prepared confidential faculty merit reviews, manuscripts, syllabi, letters and memos.

Program Assistant II - Office of the Registrar - 8/87 to 9/92

- Assisted in the production of the graduate and undergraduate catalogs.
- Preparation of course schedule and classroom assignments.
- Coordinated all grade processing each semester.
- Coordinated staffing, monitored enrollment, classrooms, during student registration.

**EDUCATION & ORGANIZATIONS**

Gateway Technical College - Spring 2003  
Leadership Business Conference for Women, Chicago, Illinois  
Completed partial requirements toward B.A., Business - 1996  
Milwaukee Downtown Employee Appreciation Week Committee