Monique Serrano

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My Key Qualifications

- Administrative support career spanning **PagerDuty, FICO, and Charles Schwab**, covering B2B SaaS, analytics software, and financial services.
- **Redesigned calendar planning for 3 VP-level leaders**, cutting same-week reschedules from 14 to 5 per month with priority rules and protected focus blocks.
- Led logistics for **6 leadership offsites and 24 cross-functional review sessions** in a year, owning agendas, materials, and follow-up actions.
- Managed **domestic and international travel and Concur expense reporting**, submitting 95% of expense reports within 4 business days across two quarters.
- Coordinated **executive staff meetings and quarterly business review prep at FICO**, delivering agendas and materials for 38 leadership meetings over 2 years.
- **Mentored a 4-person admin group**, sharing 9 reusable templates for agendas, travel prep, and confidential communication handling.
- Partnered with **finance, HR, recruiting, IT, and workplace teams** on onboarding, purchase requests, vendor setup, and space planning.

Experience

Senior Administrative Assistant — **PagerDuty**, publicly traded B2B SaaS (cloud operations and incident response)

May 2022 – Present · 4 yrs 6 mos

- Own complex calendar management for senior leaders across multiple stakeholders and time zones, resolving conflicts and setting priorities independently.
- Redesigned calendar planning for 3 VP-level leaders with overlapping customer, product, and hiring priorities, cutting same-week reschedules from 14 to 5 in one month with priority rules, protected focus blocks, and standardized scheduling intake.
- Led logistics for quarterly leadership offsites and cross-functional reviews, coordinating 6 offsites and 24 review sessions in 12 months, including agendas, consolidated presentation materials, rooming and catering, and follow-up action tracking.
- Manage domestic and international travel and executive expense reporting in Concur, submitting 95% of expense reports within 4 business days of trip completion over 2 consecutive quarters using pre-trip checklists and itinerary templates.
- Built a standardized onboarding checklist for new directors and senior managers in partnership with HR, IT, recruiting, and workplace teams, supporting 18 leader onboarding plans in one year; also handle purchase requests, vendor setup, and space planning across those teams.
- Mentored newer administrative team members on meeting support and executive communication practices, producing 9 reusable templates and guides adopted by a 4-person admin group.

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Administrative Assistant — **FICO**, an analytics software company serving financial services and other enterprises

Jan 2018 – Apr 2022 · 4 yrs 3 mos

- Supported senior directors with calendar management, travel arrangements, and meeting logistics across multiple teams and shifting priorities.
- Coordinated executive staff meetings and quarterly business review preparation, delivering agendas and materials for 38 leadership meetings over 2 years by collecting inputs from cross-functional leaders and distributing follow-up action items.
- Improved document management for director-level business reviews by migrating 260 files into a standardized SharePoint team library over 10 weeks, working with team leads on folder structure, naming conventions, and access permissions.
- Tightened purchase request and expense processing for department leaders using a pre-submission checklist for approvals, receipts, and coding, cutting returned submissions from 8 in one quarter to 3 the next.

Administrative Coordinator — Charles Schwab

Jun 2015 – Dec 2017 · 2 yrs 6 mos

- Ran a recurring manager meeting cadence for operations leadership, preparing materials and notes for 72 meetings over 18 months using scheduling templates, room bookings, and follow-up trackers.
- Managed calendars, travel, and meeting logistics for department managers, cutting itinerary assembly time from 45 minutes to 25 minutes per trip by building reusable templates for confirmations, contact details, and policy reminders.

Education

- **San Francisco State University** — Bachelor of Arts in Communication Studies · 2011 – 2015

Skills

- **Executive Support:** Executive Calendar Management, Executive Meeting Support, Offsite Coordination, Travel Coordination, Expense Reporting, Process Documentation, Mentoring
- **Tools & Platforms:** Google Workspace, Microsoft Outlook, Microsoft Excel, Slack, Zoom, Concur, DocuSign