Jocelyn Merritt

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My Key Qualifications

- Supports 2 directors at Acadia Healthcare with **calendar management**, meeting scheduling, and travel coordination in a fast-paced healthcare environment.
- Coordinated leadership meetings across Central and Eastern time zones, lifting on-time meeting starts **from 82% to 96%** by standardizing Outlook invitations and Zoom setup.
- **38 expense reports in Concur** with zero returned submissions, handling executive travel and itineraries alongside senior administrative staff.
- Built a shared Google Drive structure for meeting notes and action items, cutting document retrieval **from about 10 minutes to under 3 minutes**.
- Drafts agendas, notes, and presentation materials across the full stack the role requires: Outlook, Word, Excel, PowerPoint, Teams, and Google Workspace.
- Coordinated a nonprofit fundraising event for **120 guests**, with vendor and volunteer materials delivered on schedule.
- Bachelor of Business Administration in Management, completed 2025, including coursework in **Business Communication** and Operations Management.

Experience

Executive Assistant I — **Acadia Healthcare**, behavioral healthcare services provider and hospital operator

Nov 2025 – Present · 1 yr

- Coordinated recurring leadership meetings across Central and Eastern time zones for 2 directors, raising on-time meeting starts from 82% to 96% over 6 months by standardizing Outlook invitations, adding Zoom details, and distributing agendas and pre-reads 24 hours in advance
- Processed executive travel and monthly expense submissions in Concur with review from senior administrative staff: 38 expense reports completed with 0 returned submissions in the last 9 months
- Built a shared Google Drive structure for leadership meeting notes and follow-ups, cutting average document retrieval time from about 10 minutes to under 3 minutes for 5 team members
- Manage calendars, book domestic travel with itineraries, and handle conference room coordination, visitor coordination, and supply ordering as part of day-to-day support for operations and client services leaders

Education

- **Middle Tennessee State University** — Bachelor of Business Administration in Management · 2021 – 2025 · Relevant coursework: Business Communication, Operations Management, Project Management, Business Writing

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Projects

- **Student Services Scheduling Workflow Capstone**
  Mapped and redesigned appointment scheduling and follow-up documentation for a campus student-services office using shared templates and calendar workflows; reduced average appointment scheduling time by 18% during a 6-week pilot.
  Tech: Microsoft Excel, Google Calendar, Google Docs, Lucidchart
- **Nonprofit Event Coordination Project**
  Coordinated planning materials, volunteer communications, and day-of logistics for a nonprofit fundraising event attended by 120 guests, with all vendor and volunteer materials delivered on schedule.
  Tech: Microsoft PowerPoint, Google Sheets, Zoom

Skills

- **Executive Support:** Calendar Management, Meeting Coordination, Expense Reporting
- **Tools & Platforms:** Microsoft Outlook, Microsoft PowerPoint, Google Workspace, Zoom, Concur