

# Felisa Contreras

## Business Organizing Services

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### Overview of Services

Felisa Contreras works with individuals and teams to help improve efficiency and productivity through organizing office work-flow and work space. The individual and team organizing service is designed to create and implement sustainable organizational systems for individuals in the office, executive officers in their corporate environments, manager/administrative assistant teams, small business owners, and more. Through one-on-one coaching, Felisa guides the client through the process of administrative organization and teaches the logic and skills behind maintaining an efficient, smoothly functioning office.

Felisa also works at a broader level with small companies and departments to help standardize shared resources and administrative procedures and to help increase administrative assistant team effectiveness and productivity. Consulting services can include group strategy sessions and trainings on standardized procedures, organizing presentations, team assessment reports, and recommendations depending on the client's needs and wants.

### Felisa Contreras specializes in:

#### Administrative Organization

- Streamlining flow of paperwork
- Standardizing administrative procedures
- Coaching individual or training teams in organizing practices, time management & maintenance, and shared resource standardization

#### Filing Systems

- Systematizing electronic & paper categorization
- Creating filing systems
- Setting up paper & electronic archiving systems

#### Document Management

- Establishing user-friendly action-item, project, and follow-up systems
- Creating spreadsheets to track document locations
- Developing spreadsheets to condense information and eliminate stacks of paper

#### Administrative Infrastructure Analysis

- Reviewing office paper-flow
- Evaluating shared resources and procedures
- Analyzing efficiency of electronic resources (shared calendar, distribution lists, etc.)

#### Administrative Team Analysis

- Examining team communications
- Assessing attention to detail & deadlines
- Developing assistant roles and division of duties

#### Administrative Assistant "Best Practices"

- Coaching or training in effective organizing systems and skills
- Standardizing administrative assistant procedures

## **Biography**

Felisa Contreras refined her organizing and business skills while working as a top administrative assistant for diverse small businesses and large corporations in California and Oregon such as KPMG Consulting, Schlumberger, RMS and Portland General Electric. After years of experience developing her administrative expertise in the field of executive administrative support, she started her own company as an organizing consultant for businesses. She specializes in coaching and evaluating, developing and implementing administrative support infrastructures for professional individuals and teams and consulting at the administrative assistant level. Felisa brings an innovative and personalized approach to each client.

### **Education:**

Smith College, B.A. January 1999, Northampton, Massachusetts

La Sorbonne, Paris, France, 1995-1996

Georgetown University, Washington, DC, 1993-1994

EF Ecole Internationale de Français, France, 1992-1993

### **Professional Associations:**

The Link for Women, LLC, NW Advisory Board member since 2008

## **Recent Projects**

### **Portland General Electric, Fundamentals of Organizing Presentation, Portland, OR**

Felisa presented “The Principals of Office Organizing” to the AMI Project management team as the management’s Team Day guest speaker. The presentation covered fundamentals of organizing and included space and time management, interactive exercises, and a group discussion regarding current email management and time management issues.

### **Klickitat County Health Department, Shared Resource Organization Project, White Salmon, WA**

Felisa worked with the nurse management and administrative teams to implement a reorganization of the department’s shared electronic drive. Once complete, she trained two designated administrative assistants to be the “control center” for the electronic drive, correctly naming and/or placing the shared folders and documents. She also held group trainings at two office locations to demonstrate the improved system and explain new systematized procedures for using this shared resource.

### **Bushel & Peck One, Inc., Subway Franchisee, Individual Coaching, Portland, OR**

Felisa guided the client through a restructuring of all paper and electronic document filing systems and streamlined all paper-flow from one-time action items to long-term projects. She coordinated these infrastructures with the client’s weekly task-tracking system to make sure it was logical to the client, easy to maintain, and included all necessary task reminders.

### **Portland General Electric, VP/Assistant Team Coaching, Portland, OR**

Felisa assisted the Vice President of Public Policy and her Executive Assistant in developing reliable filing systems and efficient, easy-to-maintain administrative paper and electronic flow between each office. She coached various ways to maintain organization in both offices,

track calendars, set up uniform task-tracking systems, and communicate administrative needs as they arose.

**Oregon Primary Care Association, Administrative Assistant Consulting Project, Portland, OR**

Felisa evaluated the administrative infrastructures of the OPCA office including electronic resources as well as administrative assistant team roles. She helped lead projects to improve administrative efficiency and standardization of policies and procedures. She also developed the role of Executive Assistant to the ED and coordinated the tasks and duties of the administrative assistant team to create the most effective support system possible.

**Testimonials**

*“Felisa provided my organization with excellent problem solving and guidance regarding improving our administrative infrastructure and getting the most out of our administrative team. We continue to contract with her for administrative guidance.”*

- Craig Hostetler, Executive Director, Oregon Primary Care Association

*“Felisa Contreras is a pleasure to work with. She is organized, professional and elegant. I have had the pleasure of working with her on my business tasks and referred her to clients. All of my interactions have been flawless.”*

- Shari Black, Sharon N. Black Consultants LLC

*“[Our employee] is thrilled with what he is learning from you! It makes me happy to be able to help him in this way.”*

- Maureen Shaw, Supervisor, Workforce Planning and Staffing, Portland General Electric

*“I can’t tell you how helpful you have been and how this will influence my ability to perform at a higher level. Many thanks!”*

- Cindy Tortorici, CEO/President, The Link For Women LLC

*“It feels like we’re in sync which is what I care about the most. Your effect really has been contagious.”*

- Susan Clark, HeartSpark, LLC

*“The in boxes and the to-do notebook are working well. I can easily identify tasks that need to be done and know right where to find them.”*

- Danny Fajardo, Staffing Specialist, Portland General Electric