JULIAN MERCER

PERSONAL ASSISTANT

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PROFESSIONAL SUMMARY

Personal Assistant with 7+ years managing schedules, travel, and executive logistics for senior leaders and hospitality executives. Anticipates needs, handles sensitive information with care, and keeps complex calendars running without conflicts.

PROFESSIONAL EXPERIENCE

Personal Assistant to the CEO Sep 2023 - Present
Salesforce, San Francisco, CA

- Manage a dense calendar of about 25 weekly meetings, resolving conflicts early and protecting two focus blocks each day.
- Planned 30 domestic and international trips a year, building detailed itineraries and reducing travel disruption claims to near zero.
- Prepared briefing packets for board and investor meetings, collating notes and documents a day ahead of each session.
- Screened incoming calls and requests for the CEO, forwarding the urgent few and handling the rest directly or through delegates.
- Coordinated private events and dinners for up to 40 guests with vendors, venues, and security teams.

Executive Assistant Sep 2021 - Aug 2023

- Handled expense reports and reimbursements in Concur, keeping submissions on time and within policy for two years running.
- Maintained contact records for about 600 partners and customers, keeping titles and preferences current for outreach and gifts.
- Drafted agendas and action trackers for weekly executive staff meetings, following up so every decision had an owner within a day.
- Organized two executive offsites for 35 leaders, managing venues, travel, and catering within the approved budget.

Executive Assistant Jun 2019 - Aug 2021
Four Seasons Hotels and Resorts, New York, NY

- Supported the regional vice president with calendars, correspondence, and property visit schedules across six hotels.
- Arranged executive travel and ground transport, saving about 9% on annual airfare through advance booking and fare monitoring.
- Arranged visa and entry paperwork for overseas trips, with no missed departures caused by documentation over two years.
- Set up a shared filing system for contracts and vendor records, so documents could be found in minutes instead of hours.
- Organized quarterly leadership retreats for 20 attendees, managing venues, catering, and agendas within an agreed budget.

CORE SKILLS

Schedule management | Travel planning | Calendar coordination | Event planning | Expense reporting | Concur | Microsoft Office | Google Workspace | Confidentiality | Vendor management | Correspondence | Briefing preparation | Prioritization | Discretion

EDUCATION

B.A. in Hospitality Management, Cornell University School of Hotel Administration, Ithaca, NY

CERTIFICATIONS

Certified Administrative Professional (CAP) | Microsoft Office Specialist