

ESTHER HEWLETT - CREWES

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Summary

Strategic and trusted C-Suite Executive Assistant with 30+ years of experience partnering with senior leaders to drive organizational excellence, streamline complex operations, and advance institutional growth. Recognized for confidentiality, sound judgment, discretion, and cross-functional influence; executed high-stakes accreditation logistics involving 300+ stakeholders, driving seamless vendors, travel, and hybrid operations, and earning recognition from leadership—streamlined meetings, leveraging virtual and project management platforms to reduce meeting time by 60%. I'm ready to add value through my contributions to the team, drive efficiency, support high-impact decisions, and elevate executive operations for your organization.

Professional Experience

Philadelphia College of Osteopathic Medicine, GA **08/05 – 05/25**
Executive Assistant to the Chief Academic Officer & Dean

- Managed high-volume C-suite calendars, communications, and briefings; coordinated 40+ onboarding meetings for the new CAO to ensure a seamless leadership transition; always managed sensitive information with discretion and confidentiality.
- Optimized competing priorities, assessed risks, and implemented proactive solutions, enabling executive focus on strategic leadership. Exercised independent judgment to support project momentum and launched a virtual update system that reduced meetings by 60%. Managed complex calendars and cross-campus schedules, ensuring alignment with organizational priorities.
- Served as a trusted advisor and liaison to internal departments, students, partners, and affiliates; drafted executive correspondence, presentations, and reports; advanced priorities and supported decision-making.
- Oversaw contracts, affiliation agreements, office purchasing, and vendor negotiations with tracking accuracy, timely processing, and fiscal-year alignment.
- Maintained the DO Program Banner webpage and designed media assets; introduced a monthly “Kudos” feature that increased morale and engagement.
- Transitioned faculty appointment processing to a paperless workflow, optimizing Dropbox and DocuSign; eliminated delays and achieved a 97% same-day contract return rate.
- Built a budget reconciliation tool adopted across three campuses and integrated into finance training as a best practice.
- Led key CAO initiatives using Smartsheet and Zoom to streamline workflows and strengthen cross-functional collaboration. Selected to serve on the tri-campus pilot team that provided feedback, resulting in Smartsheet campus-wide adoption.
- Built portals and automated data-tracking systems for accreditation and credentialing, strengthening compliance, data accuracy, and workflow efficiency.
- Optimized Honors & Awards Committee workflows using Smartsheet, Excel, and Argos, reducing meetings by 60% and achieving record satisfaction committee ratings.
- Led “Lunch Crunch,” an administrative operations forum for sharing best practices, improving process alignment, and standardizing workflow technology across departments.
- Liaised across Finance, HR, Legal, IT, and Facilities to drive alignment and operational efficiency. Planned and managed events, contracts, and upheld vendor relationships, collaborating across departments and campuses.

- Founded Lunch Crunch, a cross-campus professional network that enhanced mentorship, communication, collaboration, and shared best practices.
- Coordinated complex domestic travel for the CAO and partners, preparing briefing packets and meeting materials while resolving disruptions in real time. Proactively enhanced executive readiness and time efficiency by automating workflows and embedding maps, agendas, and key links directly into the calendar.
- Created a virtual lunch-ordering system in Google Workspace, increasing food-budget efficiency from 62.5% to 95% and reducing operational waste.
- Partnered with travel agencies and external organizations to troubleshoot issues and guarantee seamless transitions between engagements.
- Processed travel reimbursements and reports in alignment with institutional and federal policies.
- Executed simultaneous virtual and in-person accreditation sessions, office setups, volunteer coordination, and logistics—earning exemplary praise from stakeholders.
- Led project management and event logistics for key initiatives, including Continuing Medical Education programs, Medical Student Performance Evaluation tri-campus collaboration, Honors & Awards Dinner, White Coat Uniformity Project, faculty and staff recognition, DO program teambuilding events, student performance tracking, mental health task force efforts, and COVID-19 testing workflows.
- Oversaw employee office moves, facilities updates, vendor payments, and signage accuracy across departments.

KEY PROJECTS, PROGRAMS & EVENTS

Commission on Osteopathic College Accreditation • Annual Osteopathic Medical School Questionnaire • Middle States Governance Review • Continuing Medical Education Programs • Medical Student Performance Evaluation Project • Honors & Awards Ceremony • White Coat Embroidery & Uniformity • Faculty & Staff Awards • Academic Performance Tracking • Mental Health Task Force Test and Results Tracking • National Board of Osteopathic Medical Examiners Event • American Osteopathic Medical Association Lunch N Learn.

SOFT SKILLS & TECHNOLOGY

Emotional Intelligence / Trusted Empathetic Confidant • Adaptability / Remote, Hybrid • Detail-Oriented / Logistics Leader • Cross-Community / Collaboration • Conflict Resolution / C-Suite Advisory • Confidentiality / Managed Sensitive Files • Creativity / Web Design • Critical Thinking / Contract Negotiation • Good Judgement / Dept. Procurement • Leadership / Mentorship & Coaching • Logistics / Team Management • Event Planning / Vendor Relationship Building • Budget / Tracking & Reconciliation • Project Management / Team Leadership • Time Management / Processes & Workflow Developer • Communication / Public, Written, Verbal.

Adobe Acrobat DC • AI Literacy • Banner • Blackboard • Canva • Click Up • Deem • DocuSign • Doodle Poll • Dropbox • Egencia • Google Workspace • Google Meets • iContracts • Internet research • Kronos • Microsoft Clip Champ • Microsoft Office 365 • MindMup • Outlook • Smartsheet • Todoist • Unimarket • Visio • Wix • ZOOM.

RELEVANT TRAINING: Advanced Microsoft Techniques, Active Shooter, BLS CPR & First Aid Training, Communicating Effectively, Continuing Medical Education Sponsors Training, Developing a Growth Mindset, Emotional Intelligence, Understanding FERPA Laws, Handling Problem People, Influencing Skills, Mental Health Support Training, Mindfulness Techniques, Organize for Success Situational Awareness, Teambuilding, The Indispensable Assistant, Writing to Impress, Project Management (pending).