

# Stacy Lackey

Lexington, KY  
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## Executive Assistant

**Streamline operations and strengthen employee experience by building efficient systems, anticipating needs, and proactive problem solving.**

Administrative professional with experience supporting senior leaders across corporate and healthcare environments. Skilled in executive-level support, global time-zone calendar management, complex scheduling, travel coordination, and cross-functional operational support. Strengthens executive effectiveness by building efficient systems, anticipating needs, and managing sensitive HR and organizational processes with accuracy and high confidentiality. Recognized for improving workflows, enabling fast, informed decision-making, and supporting leaders through organizational change and high-volume priorities. Expertise includes:

**Complex Travel Coordination | Meeting & Event Planning | Communication & Information Flow Management**

**Inbox & Scheduling Triage | Expense Report Management | Process Improvement & Workflow Optimization**

**Vendor & Procurement Coordination | Onboarding & Offboarding Support | Compliance & Credentialing Tracking**

## Experience

**TARGET CORPORATION**, Remote position

Sep 2022 - Oct 2025

### Senior Administrative Assistant

Acted as a strategic administrative partner to 2 Senior Directors, managing complex calendars, communication workflows, cross-functional coordination, and global travel logistics in a fully remote environment.

- Ensured seamless operations for distributed teams by maintaining visibility, anticipating needs, and supporting organizational changes in a fully virtual environment.
- Managed 250 - 300+ meetings per month across 5 - 7 global time zones, proactively resolving competing priorities and preventing a significant number of scheduling conflicts and reschedules, enabling smoother workflows and faster decision-making.
- Maintained clear communication flow by triaging 300 - 500+ emails weekly, drafting responses, consolidating updates, and tracking action items to ensure timely follow-through across multiple business functions.
- Coordinated 20 - 30+ complex cross-functional meetings monthly by preparing agendas, briefing notes, pre-reads, attendee logistics, and post-meeting documentation across global time zones.
- Planned and coordinated 10 - 15+ domestic and international trips annually, managing multi-leg itineraries, logistics, and Concur expenses with 100% on-time submission and accuracy.
- Supported multiple restructuring phases by maintaining updated org charts, tracking headcount changes, preparing communication templates, and ensuring consistency throughout organizational transitions.

**UK HEALTHCARE**, Lexington, KY

**Administrative Services Assistant Center for Quality, Value & Safety**, Hybrid position

Oct 2021 - Aug 2022

Served as the primary administrative partner to the Chief of Quality, Value & Safety, overseeing communication flow and departmental operations within a hybrid hospital-administration environment.

- Provided high-level administrative support to the Chief of Quality, Value & Safety, managing 150 - 200+ calendar events monthly, coordinating complex scheduling across multiple stakeholders, and prioritizing operational needs in a hybrid environment.
- Facilitated communication between hospital administration and internal departments by coordinating weekly recurring cross-functional meetings, preparing agendas and pre-reads, and tracking action items to maintain alignment and ensure timely follow-through.
- Managed confidential documentation and budget-related processes, including invoices, purchasing requests, and departmental records, with 100% accuracy and compliance, supporting informed executive decision-making and operational integrity.
- Coordinated a full office relocation for a 25+ person department, overseeing logistics, vendor coordination, workspace planning, and on-site execution to ensure a smooth transition with zero downtime and minimal disruption to operations.

**UK HEALTHCARE** (continued)**Administrative Support Associate Department of Urology**

Mar 2019 - Oct 2021

Provided comprehensive administrative support to 5 physicians and 2 APPs within the Department of Urology, overseeing key operational functions such as academic scheduling, travel logistics, credentialing and licensure timelines, onboarding coordination, procurement, and cross-functional communication. Ensured smooth departmental operations by maintaining compliance, provider readiness, and alignment among clinical, academic, and administrative partners.

- Managed complex academic calendars, travel arrangements, licensure tracking, and multi-step administrative workflows for 5 physicians and 2 APPs, ensuring alignment across competing priorities and uninterrupted departmental operations.
- Coordinated annual credentialing and CME renewals for 7 providers, maintaining accurate documentation, monitoring deadlines, and ensuring timely submission for regulatory compliance.
- Facilitated onboarding for new physicians by managing workspace setup, equipment and technology coordination with IT, credentialing documentation, and workflow integration, ensuring a smooth and timely transition into departmental operations.
- Handled procurement and vendor coordination for departmental needs by managing ordering, issue resolution, and workspace setup to ensure providers had the resources and equipment required for efficient daily operations.

**INDEPENDENT BUSINESS OWNER**, Lexington, KY

Feb 2016 - Mar 2020

Owned and operated an independent service-based business, managing end-to-end scheduling, client communication, operational workflows, and financial processes.

- Directed all administrative and service delivery functions, driving efficient operations and elevated client experience.
- Managed end-to-end scheduling, workflow coordination, client communication, and financial operations, ensuring smooth daily operations and consistent, efficient service delivery.
- Streamlined appointment management by implementing an online booking system and optimizing scheduling flow, reducing wait times and improving the overall client experience, directly transferable to complex calendar management.
- Built strong client relationships through proactive communication, clear expectation setting, and professional issue resolution, demonstrating strengths in stakeholder management, service support, and relationship building.

**ANSWER ONE**, Lexington, KY

Aug 2011 - Aug 2017

**Communications Support Specialist**

Provided communication and client support across hundreds of accounts by managing high-volume call intake, triaging urgent and time-sensitive requests, documenting critical information, and routing communications in alignment with client protocols.

- Managed extremely high call volumes of 100+ calls per hour, triaging urgent, routine, and emergency requests with accuracy, confidentiality, and sound judgment across hundreds of client accounts in medical, legal, government, and business sectors.
- Documented and routed detailed, time-sensitive messages using established protocols and independent decision-making, ensuring accurate communication flow for medical offices, hospitals, law firms, government agencies, and business clients.

**Additional Experience****BB&T (BRANCH BANK & TRUST)**, Lexington, KY, **Private Banking Assistant**

Supported the VP of Private Banking with executive admin tasks, client service needs, and compliant preparation of private banking loan documentation.

**COMMERCE LEXINGTON**, Lexington, KY, **Program Assistant**

Supported board functions and 3 divisions by coordinating public-facing events, donor processes, and operational logistics.

**Education & Professional Development**

- Certificate in Human Resources Management (In Progress), eCornell, Cornell University
  - Coursework: Employee Relations, Talent Acquisition, HR Strategy
- Completed coursework toward Associate's Degree, Bluegrass Community & Technical College, Lexington, KY

**Technical Skills**

Workday | Concur | Microsoft 365 (Outlook, Teams, Excel, Word, PowerPoint, SharePoint) | Slack | Zoom | Google Workspace