

Emma Humphreys
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PROFESSIONAL EXPERIENCE

Akin Gump Strauss Hauer & Feld, LLP, Washington, DC

February 2019- Present

Senior IT Administrative Coordinator (January, 2023-Present)

IT Administrative Coordinator (April, 2020- December, 2022)

- Managed Akin's vendor relationships; coordinating the Firm's license true-ups and negotiate renewal contracts (to include Microsoft & Adobe)
- Conducted initial review of vendor quotes, and contracts
- Led monthly Microsoft support meetings with account representatives and technical leads to review project milestones and areas for increased support
- Managed the Firm's software licenses and maintained a database of software renewals ultimately turning it into an Copilot Agent.
- Developed budgets and future spending for the IT Department
- Entered contracts, SOWs and MSA into SharePoint tracking system
- Managed the Firm's Bring Your Own Device Program; analyzed and assessed employees' mobile bills for appropriate reimbursements.
- Processed invoices, and worked with vendors to resolve billing disputes
- Coordinated with IT Leadership to schedule meetings with vendors
- Provide a wide-range of administrative and personal support to the CIO

Receptionist (February 2019- April, 2020)

- Answered and directed all incoming telephone calls to appropriate department
- Welcomed and assisted visitors
- Used Wisp software to update floor plans

Jemsek Specialty Clinic, Washington, DC
2019

August 2015-February

Administrative Assistant (January 2016-2019)

- Provide technology support, solve technical issues or communicate with IT professionals to solve the problem
- Provide a wide-range of administrative and personal support to the Physician/ Owner
- Organize, coordinate, and schedule extensive international and domestic travel arrangements.
- Correspond with legal counsel, external contacts, and manage personal correspondence
- Utilize PowerPoint to create presentations, Excel to create spreadsheets and budgets, and Word to manage correspondence
- Provide key networking support by research networking opportunities and scheduling appointments as appropriate
- Assist practice office manager with daily management tasks

Operator (August 2015-January 2016)

- Answered and directed all incoming telephone calls to appropriate department
- Welcomed and assisted visitors

EDUCATION

Old Dominion University, School of Cybersecurity
Cybersecurity (B.S)

January, 2023- Anticipated graduation Fall 2026

TECHNOLOGY AND LANGUAGE SKILLS

Technology:

- ServiceNow
- ChromeRiver
- SharePoint
- Microsoft Office Suite