

Samantha Pepas

Pepas.samantha@gmail.com | featherandscale.design | [LinkedIn.com/in/samanthapepas](https://www.linkedin.com/in/samanthapepas) | Near Austin, TX
Resourceful operations and design professional with 15+ years of administrative, executive support, and academic experience. Combines deep organizational expertise with technical fluency — including leveraging AI-assisted development to build cross-platform workflow automation — to help organizations and leaders operate at their best.

EXPERIENCE

Executive Assistant — Gold Standard Fire Protection Sept 2023 - Present

- Manage executive operations including scheduling, client communications, vendor relations, AR/AP, payroll, tax filings, and compliance documentation
- Perform IT and systems administration including Google Workspace admin, data integrity management, and sync error resolution across platforms
- Led data migration into Inspect Point, collaborating directly with their CTO and dev team on import solutions, feature rollout, and QA

Designer & Founder — Feather and Scale Design Apr 2023 - Present

- Conduct client assessment, competitor research, proposal creation, and multi-platform production (logo, web, print)
- Identify workflow inefficiencies and design cross-platform solutions including prototypes, wireframes, and branding systems
- Leverage AI-assisted development to build an ecosystem of automations with multiple triggers across productivity and design platforms

Project Coordinator — ILG Inc. Dec 2020 - Jan 2023

- Managed job setup, client scheduling, work order and fabrication generation, and data retrieval across new build and repair divisions
- Served as primary client contact for issue resolution; created data management systems that maximized entry efficiency and accuracy
- Oversaw full software transition without data loss or missed client deadlines

Administrative Assistant → Accounting & HR — BPI Dec 2018 - May 2020

- Promoted to Accounting & HR support reporting directly to the VP; scope expanded to include AR/AP, payroll, new hire documentation, and compliance reporting
- Developed tools and standardized processes that measurably improved field crew efficiency and reporting accuracy across two divisions

Lecturer — Texas State University Jun 2014 - Aug 2017

- Designed and delivered philosophy curriculum; managed course administration, grading, feedback, and departmental duties

EDUCATION

Certificate in UX/UI Design — University of Texas, Austin 2021 - 2022

MA Philosophy | BA Political Science — Texas State University 2012 - 2014 | 2007 - 2009

SKILLS & TOOLS

Core Skills	Executive & operational support · Workflow automation · AI-assisted development · Branding & UI · Project management · Client acquisition · Financial administration · Research & presentations
Design	Adobe Illustrator · Adobe XD · Adobe Photoshop · Figma · Wix · WordPress · Bandzoogle
Operations	QuickBooks Online · HouseCall Pro · Zapier · Google Workspace · MS Office Suite · Mailchimp
Collaboration	Slack · Asana · Notion · Trello · Zoom