

# Abigail Douglas

## **Inventory & Systems Manager with Wallaroo's Furniture & Mattresses**

Spokane, WA 99208

[eburgabby@aol.com](mailto:eburgabby@aol.com)

5035387465

Inventory & Systems Manager working to improve scalable systems for Wallaroo's, a rapidly expanding furniture business. Skilled in the Microsoft Office Suite, inventory management, and staff training. Always interested in trying new things and expanding horizons. Firmly believe that anything can be accomplished with the right attitude, planning, and commitment.

Authorized to work in the US for any employer

## Work Experience

---

### **Inventory & Systems Manager**

Wallaroos Furniture and Mattresses - Spokane Valley, WA

December 2021 to Present

Create and manage spreadsheets utilized by all departments; Improve inter-department communications through improved UI; Research and guide upcoming software switch for inventory management; Aid in establishing SOPs for training and software use; Update items in software to reduce oversold inventory; Create clear container tracking for oversea shipments to keep all departments informed; Contact other departments to work on resolutions if issues were discovered in orders; Prepare short and long distance transfers in the software; Communicate stock updates to other departments

### **Administrative Assistant**

Wallaroos Furniture and Mattresses - Spokane Valley, WA

August 2021 to December 2021

Receive container shipment inventory into software; Mark orders as completed where necessary; Contact other departments to work on resolutions if issues were discovered in orders; Prepare short and long distance transfers in the software; Communicate stock updates to other departments; Manage paperwork and filing systems

### **Family Risk Advisor**

American Family Insurance - Coeur d'Alene, ID

November 2020 to August 2021

Write policies for property, casualty, and life; Make outgoing phone calls; Manage leads; Educate clients on their insurance coverages

### **T-Mobile Virtual Retail Agent**

Qualfon - Coeur d'Alene, ID

May 2020 to November 2020

Assist customers chatting into customer service; Convert chats to phone calls; Resolve concerns; Make sales virtually; Knowledgeable about devices, offers, and plans

### **Assistant General Manager**

Wendy's Incorporated - Spokane, WA  
May 2019 to May 2020

Assistant General Manager; Submit food orders to suppliers; Record store inventory; Manage cash and tills; Manage crew; Ensure food safety and quality; Train new hires; Fill in where needed

### **Prep Cook**

The Bay Bar and Grille - Bozeman, MT  
October 2018 to March 2019

Prep Cook (also cross trained on opening/closing pantry); Determine amount of preparations needed for day, time of year, and anticipated events; Prepare sauces, desserts, cuts of meat, etcetera, to ensure the restaurant is prepared for the day; Uphold consistency and standards of food for best end product

### **Assistant General Manager**

Qdoba Mexican Grill - Bozeman, MT  
March 2017 to October 2018

Assistant general manager (promoted from shift manager); Manage crew; Ensure food safety and quality; Create work schedules; Conduct interviews; Train new hires; Manage catering orders; Fill in where needed

### **Barista**

Target - Bozeman, MT  
May 2016 to March 2017

Barista for the Starbucks within Target; Prepare orders; Operate P.O.S. system; Cashier when needed; Maintain equipment; Unload truck orders; Manage food safety documentation

### **Student Manager**

MSU Concessions - Bozeman, MT  
January 2016 to December 2016

Student manager; Maintain health codes; Prepare food, and Coordinate volunteers

### **STEM Academy Paraeducator**

Central Kitsap School District - Silverdale, WA  
June 2015 to August 2015

Paraeducator for summer engineering courses; Teach middle school students to build a ROV and VEX robot in one week

### **Summer Intern**

Tieton Farm and Creamery - Ellensburg, WA  
June 2012 to August 2014

Summer intern; Sell product at weekly farmers market; Provide customers with accurate information; Clean up booth

### **Communicative Executive**

ELLENSBURG SCHOOL DISTRICT - Ellensburg, WA  
February 2012 to August 2014

Communicative executive; Coordinate between the school district's elementary schools, middle school, and high school to curate a weekly schedule for the public; Format correctly for the school district's

television channel while maintaining readability; Notify appropriate contacts of discrepancies between websites and manually submitted events

### **Retail Merchandiser**

Cramer's Home Furnishings - Ellensburg, WA  
November 2010 to August 2014

Retail Merchandiser; Clean store, Organize paperwork, and Prepare for large events

### **Barista**

Bulldog Mercantile (Overseen by D&M Coffee) - Ellensburg, WA  
September 2011 to July 2013

Barista; Prepare espresso beverages for customers; Work the P.O.S. quickly and accurately; Design and encourage promotional offers

### **Barista**

Bulldog Mercantile - Ellensburg, WA  
September 2011 to June 2013

Prepare espresso beverages for customers; Work the P.O.S. quickly and accurately; Help with promotional offers

## Education

---

### **Some College in Industrial Engineering**

Montana State University - Bozeman, MT  
September 2014 to 2018

### **High school or equivalent**

Ellensburg High School - Ellensburg, WA  
September 2009 to March 2014

## Skills

---

- Microsoft Office Suite (7 years)
- Scheduling (Less than 1 year)
- Management (3 years)
- Catering Event Coordination (2 years)
- Barista Experience (3 years)
- Food Service Experience (6 years)
- Organizational Skills (7 years)
- Ordering (Less than 1 year)
- Sales (7 years)
- Records Management (1 year)
- Interviewing (Less than 1 year)
- Training (4 years)

- Inventory Management (3 years)
- Food Prep
- Grill
- Food Service
- Kitchen Staff
- Administrative Skills (2 years)
- Microsoft Excel (7 years)
- Customer Service (7 years)
- Microsoft Outlook (Less than 1 year)
- Microsoft Word (7 years)
- Microsoft Powerpoint (7 years)
- AutoCAD
- Coffee Experience
- Catering
- POS
- AutoCAD
- Coffee Experience
- Merchandising
- POS
- Catering
- Insurance sales (Less than 1 year)
- Cold calling (Less than 1 year)

## Links

---

<https://www.linkedin.com/in/abigailcdouglas/>

## Certifications and Licenses

---

### **Driver's License**

### **ServSafe Manager**

August 2019 to August 2022

### **Food Handler**

### **Property and Casualty License**

January 2021 to January 2023

Licensed in WA, AZ, ID, UT, and OR

### **Life Insurance**

February 2021 to January 2023

Licensed in WA, AZ, ID, UT, and OR

## Assessments

---

### **Scheduling — Expert**

August 2019

Cross-referencing agendas and itineraries to avoid scheduling conflicts.

Full results: [Expert](#)

### **Logic & Critical Thinking — Expert**

May 2019

Using logic to solve problems.

Full results: [Expert](#)

### **Management & Leadership Skills: Planning & Execution — Expert**

April 2019

Planning and managing resources to accomplish organizational goals.

Full results: [Expert](#)

### **Working with MS Word Documents — Expert**

April 2020

Knowledge of various Microsoft Word features, functions, and techniques.

Full results: [Expert](#)

### **Spreadsheets with Microsoft Excel — Highly Proficient**

April 2020

Excel knowledge including common tools, PivotTables, conditional & nested formulas, and custom visuals.

Full results: [Highly Proficient](#)

### **Administrative Support — Expert**

April 2020

Using basic scheduling and organizational skills in an office setting.

Full results: [Expert](#)

### **Customer Focus & Orientation — Expert**

April 2020

Responding to customer situations with sensitivity

Full results: [Expert](#)

### **Filing & Organization — Highly Proficient**

April 2020

Arranging and managing information or materials using a set of rules.

Full results: [Highly Proficient](#)

### **Medical receptionist skills — Highly Proficient**

July 2021

Managing physician schedules and maintaining accurate patient records

Full results: [Highly Proficient](#)

**Administrative assistant/receptionist — Highly Proficient**

July 2021

Using basic scheduling and organizational skills in an office setting

Full results: [Highly Proficient](#)

**Customer service — Expert**

July 2021

Identifying and resolving common customer issues

Full results: [Expert](#)

**Administrative assistant/receptionist — Highly Proficient**

July 2021

Using basic scheduling and organizational skills in an office setting

Full results: [Highly Proficient](#)

**Advanced attention to detail — Highly Proficient**

August 2021

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Highly Proficient](#)

**Senior administrative assistant/receptionist — Proficient**

August 2021

Using advanced scheduling and organizational skills in an office setting

Full results: [Proficient](#)

**Work style: Conscientiousness — Highly Proficient**

October 2019

Tendency to be well-organized, rule-abiding, and hard-working.

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.