

Mary Bish

HR Administrative Assistant-Hiring

Contact

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425.231.3827
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Education

Franklin Pierce
Tacoma, WA
1986-1989
High School Diploma

Pierce College
Puyallup, WA
09/1989-06/1990
Accounting

Clover Park Technical
Lakewood, WA
09/1990-08/1991
Hotel Management Certificate

Objective

My objective is to obtain a challenging position that emphasizes increasing responsibility, personal growth, and professional achievements. I am excellent at multitasking, communication, and problem solving skills, with the ability to handle adversity in a fast paced, and ever changing work environment.

Experience

10/08/2019-09/30/2020

HR Hiring • Administrative Assistant • Tulalip Gaming Organization

- Maintain HR Hiring Manager and Hiring Specialist's calendars, scheduling appointments, meetings and walking candidates through hiring process from beginning to end.
- Use the Applicant Tracking System to locate resumes/applications, update applications for candidates, and provide application assistance as needed.
- Successfully plan and coordinate events such as job fair and open interviews.
- Produce reports, presentations, flyers, spreadsheets, graphs, and charts. Update hiring forms, which include I-9, W-2, Consent to UA, Personnel Information Form.
- Processed and entered data for UA and Agility logs on a daily basis.
- This position also required me to use excellent guest service skills, excellent communication skills, multi-tasking, driving to other entities as well as a multitude of other duties as needed.
- Computer skills, use Microsoft Office, Infinium (Webtop), Kronos, Monster.
- Operate office equipment on a daily basis.

06/20/2012-10/08/2019

Reservations & Resort Communications • Agent II • Tulalip Gaming Organization

- Responsible for providing outstanding guest service while answering incoming calls, providing information, transferring calls to the appropriate departments, quoting rates and availability inquiries, and making hotel reservations for both individuals and VIP guests.
- Run reports to take deposits for reservations made online, refund cancelled reservations and following up on reservations that require either a new form of payment or a 3rd party authorization form.
- Called other hotels in the area to check on their availability.
- Computer skills, used Microsoft Office, Opera (Property Management System), and Micros.
- Operate office equipment on a daily basis.

10/27/2008-6/20/2012

Soft Count • Dual Rate Supervisor • Tulalip Gaming Organization

- Cash handling
- Provide excellent guest service.
- Count large amounts of cash, verify and record daily currency generated from the Casino. Generate reports by entering and logging data.
- Computer skills, used Microsoft Office.
- Locate discrepancies when needed.
- Match copies of fill and credit slips received from the Cage and other Departments.
- Train new employees.
- Operate office equipment on a daily basis.

08/15/2007-10/24/2008

Booth Cashier • Global Cash Access (Certegy Gaming)

- Provide excellent guest service to Casino guests while providing check cashing and credit card advances.
- Cash handling in large amounts, performed cash verifications.
- Completed currency transactions and balancing of cash drawers.
- Closing cash drawers, completing deposits, and completed all required paperwork to be sent to the corporate office.
- Computer skills, used Microsoft Office.
- Operate office equipment on a daily basis.
- Assisted in training new employees.

04/01/2007-07/01/2007

Cage • Cashier • Angel of the Winds Casino

- Provide excellent guest service.
- Received and exchanged large amounts of cash, tickets and gaming chips for guests.
- Prepared the cash drawer reconciliation and accounting records.
- Exchanged Canadian Currency.
- Computer skills, used Microsoft Office.
- Operate office equipment on a daily basis.
- Assisted guests with questions they may have had about the Casino.

01/01/1999-04-01-2007

Tax Associate • H&R Block

- Provide excellent guest service
- Prepared Federal Tax Returns from a 1040EZ to a 1040 with more complicated forms such as a Sch C.
- Answered questions and solved problems clients may have had on tax returns.
- Computer skills, used Microsoft Office.
- Generated reports and posted payment to a POS computer.
- Assisted new preparers with any questions they may have had about a return.
- Operate office equipment on a daily basis.

Key Skills

Communication
Multi-Tasking
Leadership
Computers & Software Programs
Microsoft Office
Accounting
Hotel Management

Communication

I have over 20 years of providing excellent communication skills. I am fluent in verbal and written communication. I am very well versed in de-escalating upset or angry guests. I am a people person and am very personable not only to external but also internal guests.

I also have over 20 years of phone skills. I am an active listener, and ensure I am providing my guests with complete satisfaction by listening to their wants and needs.

Leadership

I have 4+ years as a supervisor, during that time I have learned and implemented communication skills, promoting my team and business, delegating tasks, motivating my team, providing conflict resolution, and not only leading my team but even working side by side with them. I also incorporated plans to help reach goals, assisted with budgeting, scheduling, and ensured our department stayed highly organized and kept it running efficiently and effectively.

References

Cecili Maltos 425.442.1875
Jill Holo 425.387.4410
Jessica Emig 425.322.9463