

# Kirsten Canady

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## Objective

Passionate, knowledgeable, responsible, dedicated and focused professional that loves a new challenge and growth possibilities.

## Experience

### **OWNER/OPERATIONS MANAGER | PACIFIC DRAFTWORKS, LLC | SEPTEMBER 2018 TO PRESENT**

- Oversee day to day operations of technicians. Maintain schedule of installations and service appointments. Bookkeeping, A/R, A/P, payroll, new hire packets.

### **BUSINESS DEVELOPMENT CORPORATE ACCOUNT SPECIALIST | SELECT REAL ESTATE GROUP | AUGUST 2017 TO PRESENT**

- Oversee day to day operations of Business Development Department second to General Manager, including but not limited to training, schedules, incoming and outgoing referrals. Prepare presentations for internal agent training as well as research & schedule meetings with potential new accounts for our internal affinity programs. Reporting as necessary for department.

### **SHERIFF'S RECORDS SPECIALIST INTERMITTENT | SACRAMENTO SHERIFF'S DEPT | JUNE 2017 TO AUGUST 2017**

- Receive documents from private parties and attorneys requesting service for process for civil matters including but not limited to wage garnishments, bank levies, temporary restraining orders, evictions, etc. and data entry.

### **AFFINITY SERVICES MANAGER | SELECT REAL ESTATE GROUP | OCTOBER 2014 TO JUNE 2017**

- Oversee day to day operations of Business Development Department second to General Manager, including but not limited to training, schedules, incoming and outgoing referrals. Handle all day to day referrals and tracking for corporate and affinity business. Reporting as necessary for dept.

### **LEAD CLIENT SERVICE REPRESENTATIVE | LOOMIS BASIN VETERINARY CLINIC | JULY 2004 TO JUNE 2012**

- Client check ins, check outs, scheduling appointments, overseeing a staff of 30-35 Client Service Representatives. Scheduling staff for full coverage, answering phones, conflict resolution, oversee discount program for all clients. Assist in hiring and training of all Client Service Representatives.

## Skills & Abilities

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|--------------------------------|---------------|-----------------------|
| • Training                     | • Reporting   | • In house CRM        |
| • Assist with hiring           | • A/R & A/P   | • Purchase Orders     |
| • Supervising staff            | • Excel       | • Cold Calling        |
| • Agent group training         | • Outlook     | • Appointment setting |
| • Management & Staff schedules | • Word        | • HTML                |
| • Sales                        | • Power Point | • CSS                 |
| • Vendor programs              | • Bookkeeping |                       |