

## OWNER Summary

Results-oriented individual with diverse background in management and customer service. Dedicated to providing excellent customer service and Strong work ethic, professional demeanor and great initiative.

### Highlights

- Microsoft Office proficiency
- Employee training and development
- Schedule management
- Results-oriented
- Dedicated team player
- Resourceful
- Bilingual in [Language]
- Arts and crafts aptitude
- Meeting planning
- Scheduling
- Concierge duties
- Operations management
- Marketing and sales specialist
- Excellent interpersonal and coaching skills
- Recruiting and selection techniques
- Interviewing
- Staff development/training
- Internet savvy
- Able to work independently and as a member of a team
- Comfortable with diverse populations
- Excellent relationship building skills
- Excellent writing and critical thinking skills
- Interpersonal, oral, and written communication skills
- Clear public speaking skills
- Strong organizational skills
- Seasoned in conflict resolution
- Customer-oriented
- Social media marketing
- Event planning
- Strong planning skills
- Supervision and training
- Client relations specialist
- Exceptional writing skills
- Event planning
- Microsoft Office Suite
- Dedicated team player
- Certified in Early Childhood Education
- Classroom management
- Parent/teacher conferences
- Behavioral/cognitive skills development
- Teaching, tutoring and counseling
- Effectively work with parents
- Motivating students
- Interactive teaching/learning
- Innovative lesson planning
- Conflict resolution techniques
- Calm and patient
- Curriculum development
- Excellent classroom management
- Excellent reading comprehension

### Accomplishments

#### *Customer Service*

- Handled customers effectively by identifying needs, quickly gaining trust, approaching complex situations and resolving problems to maximize efficiency.

#### *Administration*

- Performed administration tasks such as filing, developing spreadsheets, faxing reports, photocopying collateral and scanning documents for inter-departmental use.

#### *Sales and Promotion*

- Planned and executed promotional events to market services.
- Successfully planned and executed corporate meetings, lunches and special events for medical students, residents and faculty.

#### *Program Management*

- Initiated and managed Student Technology Leadership Program (STLP),
- *Customer Service*
- Handled customers effectively by identifying needs, quickly gaining trust, approaching complex situations and resolving problems to maximize efficiency.

## Experience

Owner 04/2014 to Current Company Name City , State

- Non-medical senior care
- Event and party planning
- Shopping for all occasions (wedding, showers, groceries, etc.)
- Pet/house sitting.

Administrative Assistant/Clerk Intermediate Healthcare 10/2010 to 05/2014 Company Name City , State

- Planning many aspects of graduation, recruitment, orientation and various other projects throughout the year.
- Responsible for tracking all resident evaluations and compiling results for monthly Evaluation Committee Meeting Ensuring all residents have completed all required components; throughout their four year residency.
- Supervising of various resident events.
- Registering residents for required courses and workshops throughout their four year residency.
- Working with faculty and staff to market and promote the residency program.

Beauty Consultant 04/2003 to 05/2013 Company Name City , State

- Managed all customer accounts.
- Coordinated sales and promotional events.
- Tracking of product inventory.
- Account management.

Administrative Assistant 11/2008 to 10/2010 Company Name City , State

- Assist Principal Investigators and Lab Personnel with Animal Protocol information requests.
- Compile, distribute and track Annual Reviews for all Animal Labs on campus.
- Participated in planning of Orientation for New Committee Members.
- Assisting with updates on all approved animal protocols and modifications to ensure accuracy.
- Creating and updating of office standard operating procedures.

Administrative Specialist Associate/Program Manager 04/2007 to 05/2008 Company Name City , State

- (Laid off due to lack of funding for position)
- Administrative Manager Coordinator for K12 Grant Funded Clinical Scholars Training Program-Post-Doctoral.
- Managed application process including advertising, interviews, and arranging all materials.
- Planned and implemented all aspects of Graduation for Clinical Scholars.
- Coordinated meetings and scheduling of program events.
- Led planning of two-day Annual Symposium-including marketing, poster session for trainees, travel arrangements, invitation mailing and speaker arrangements.

Administrative Assistant 01/2003 to 04/2007 Company Name City , State

- Provided Administrative support for the Family Medicine Clerkship, working with third and fourth-year medical students, as well as, support for the Faculty Development Institute.
- Communicated with students, faculty and physicians to coordinate student assignments.
- Coordinated student manual and preceptor manual updates, assembly and distribution on a semi-annual basis.

- Responsible for proctoring National Board Exam every four weeks.
- Initiated and developed procedures manual for clerkship.

Academic Secretary III 01/2000 to 01/2003 Company Name City , State

- Administrative support for first through fourth year medical student components.
- Main student contact.
- Participated in planning and organization of week-long Comprehensive Clinical Assessment Exam for third-year students.
- Assisted in planning Orientation for third-year medical students.
- Coordinated and planned ongoing faculty and student meetings.
- Worked very closely with a variety of departments, faculty and programs within the medical school and external sources.
- Organized and prepared student syllabi, schedules and assignments for first and second year students throughout the year.
- Initiated and developed procedures manual for job position and daily office procedures.

#### Education

Bachelor of Science : Language, Literature, Communication and Theater Arts Social Science  
Eastern Michigan University City , State

Curriculum: Early Childhood Education/Elementary Education Language, Literature,  
Communication and Theater Arts Social Science

#### Interests

Planning, marketing and fundraising for community events. Contributing time to church and community activities. Working with the elderly.

#### Skills

- Account management
- Administrative support
- Program Management
- Advertising
- Marketing materials
- Meeting Planning
- Microsoft Office
- Personnel
- Program Planning
- Recruitment
- Research
- Sales
- Supervising and training
- Symposium Planning
- Travel arrangements,
- Planning workshops