

# MARY HOY

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## PROFESSIONAL SUMMARY

Self-directed Scheduling Manager with a meticulous attention to detail and the ability to solve problems efficiently and effectively. Strong interpersonal skills with gifts in scheduling and assisting in various managerial roles, including human resources and payroll administration. A manager who goes above and beyond basic administrative tasks and takes on multiple projects at once. Excellent work ethic and strength in boosting company organization.

## SKILLS

- Accurate and detailed
- Documentation and control
- Spreadsheet management
- Attention to detail
- Documentation and reporting
- Excellent planner and coordinator
- Computer application proficiency
- Excellent communication skills
- Critical thinker
- Database management
- Quality assurance
- Program management
- Payroll and budgeting
- Time management
- Works well under pressure
- Punctual
- Deadline driven
- Workflow planning

## EXPERIENCE

**Scheduling Program Manager**, June 2016 to July 2019

**Citizen Access Residential Resources** - Olympia, WA

- Interacted with employees, clients, and management personnel to schedule staffing, direct activities, and communicate management instruction.
- Planned and coordinated logistics and schedules for meetings and client events.
- Coordinated, scheduled and arranged meeting and shift calendars, including business and social events.
- Assisted senior recruiting staff with career fairs and recruiting events.
- Prepared and distributed payroll for staff..
- Answered inquiries and addressed, resolved or escalated issues to management personnel to ensure client satisfaction.
- Completed data entry, tracked resumes, and maintained the applicant tracking system.

**Customer Service Representative**, May 2015 to April 2016

**CaptionCall** - Tucson, AZ

- Dedicated to continuously improving quality control abilities and customer ease of use.
- Recipient of multiple positive reviews acknowledging dedication to excellent customer service.

- Referred unresolved customer grievances to designated departments for further investigation.
- Responded to all customer inquiries thoroughly and professionally.
- Provided an elevated customer experience to generate a loyal clientele.
- Developed reputation as an efficient service provider with high levels of accuracy.
- Maintained established call standards.
- Documented all customer inquiries and comments thoroughly and quickly.

**Scheduling Manager**, December 2003 to August 2010

**Securitas Security Services USA** - Tucson, AZ

- Interacted with employees, clients, and management personnel to schedule staffing, direct training, and communicate management instruction.
- Coordinated, scheduled and arranged meeting and shift calendars, including business and client events.
- Assisted senior recruiting staff with career fairs and recruiting events. Prepared and distributed payroll for staff and organized billing documentation for clientele.
- Scheduled shifts coverage for 80 client locations and arranged appropriate staffing for all vacations, open positions, and call-offs.
- Managed hundreds of employees in coordinating staffing schedules, payroll detail, and worked directly with the Human Resources and Administration Managers.
- Organized databases and developed spreadsheets and scheduling documents.

**EDUCATION**

**Bachelor of Science: Project Management**, 2010  
**DeVry University** – Phoenix, AZ

- Professional development completed in business management and computer application.
- Coursework in Human Resources Management, Accounting, and database administration.
- Awarded honor on Dean's List

**Career Foundry** – Full Stack Web Development, 2020

- Front end web development
- JavaScript
- API Development