

Casey Faubion

1431 NE 21st Ave Portland, OR

T: (503) 489-8318

E: faubionpdx@gmail.com



Objective

Pursuing a career that utilizes and challenges my talents in customer service, office systems, and management.

Skills

- Computer skills: proficiency in Microsoft programs, PC or Mac for standard office use. Additional experience in Wordpress, Facebook, and multiple other software and applications. Quick ability to learn new software and computer programs. *Some IT understanding.
- Personality skills: interpersonal communications, management & Supervisory, training, conflict resolution oriented, exceptional customer service attitude, flexible and approachable. Great sense of humor and manners to boot.
- Job skills: Oriented for solution seeking opportunities, logically minded, oriented to see more effective ways of working systems in business settings.

Experience

Precoa, Client Services

Tigard, OR — May 2012 - present

Scheduling and confirmation of client appointments, company incoming calls and quality assurance of call center performance.

Accomplishments

- Promoted from Planning department to Client services six months after start date.
- Fastest dialer in the company's history 350-400/day.
- Increased Client Services Staff Knowledge of technology and increased productivity.

Echo Media - Office Manager/Consultant

Ashland, OR — February 2009 - Present

Oversaw company's business operations, managed project teams, AP/AR, training and hiring, business relations, content management for client's social media marketing.

Accomplishments

- Start - up of business grew from 7 major clients to now 25.
- As business grew operations systems adjusted to improve productivity and efficacy, by implementing team projects for accounts and more.

- Increased revenue by 6% after reaching out to businesses that could only afford temporary service, or training.

Ashland Orthopedic - Administrative Assistant - Scheduling

Ashland, OR — June 2008 - June 2009

Front desk reception, administered new and returning patient scheduling for four surgeons, insurance verification, billing, new patient referrals and quality assurance of post op surgery patients.

Accomplishments

- Promoted from records to admin assistant within first 3 months of hire.
- Reorganized incoming referral systems to increase productivity and efficacy.

M & C Publishing - Client Services Director / Office Manager

Medford, OR — June 2004 - May 2008

Managed company's operations, and Client services department. Administered communications cross department and with our clients. Handled escalated quality assurance issues.

Accomplishments

- Promoted from administrative assistant to client services rep within 3 months of hire. Promoted to client services director after 1 year and then to office manager after a year and a half.
- Created client services department/call center, hired, and trained staff.
- Developed Database and systems for keeping track of client calls and creating systems to keep our clients informed and our hold rates increased by 7%.

Southern Oregon University - KSOC Radio - Station Manager

Ashland, OR — April 2001 - June 2004

Managed operations, fundraising events, memberships and yearly budget. Maintenance of equipment and public relations in the surrounding community.

Accomplishments

- Promoted from productions director to station manager with 1 year.
- Increased listeners by a margin of 50% by developing our website to feature streamless listening.
- Made history on campus as the first organization that made more than 75% of our yearly budget off of donations and fundraising events.

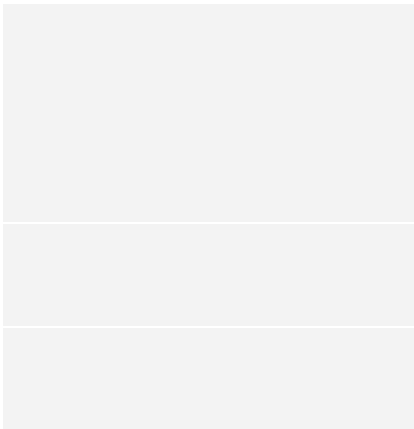
Education

Portland State University

Psychology — 2012-present

Southern Oregon University

Psychology — 2000-2004



Rogue Community College

Office Administration and Systems Science Associates — 1997-2001