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Summary

Professional with over 25 years of workforce planning and development, project management, leadership, talent management, sales and customer relations experience

Core Competencies

Excellent leadership skills.

- Continually demonstrated teamwork and leadership while contributing to the performance of the business.
- Provided tactical and proactive support to staff on challenging issues.
- Proactive conflict resolution and problem solving.
- Restructured and streamlined performance management process and team member communications.
- Provided proactive coaching and training to staff on employee relations issues, talent management, and team member morale.
- Commitment to leadership and staff development
- Partnered with human resources on a variety of employee relations issues in union and non-union environments.
- Partnered with human resources on screening applicants, employee selection, development, retention, orientations and exit interviews.
- Excellent project management and program development skills.

Excellent Quality Assurance skills.

- Effectively revised/implemented policies that have improved organizational effectiveness
- Extensive background in Quality Assurance including design, implementation and ensuring all legal compliance by meeting and exceeding performance reviews, conforming to policies and regulations set by local and state administrative entities.
- Developed short and long-range plans, goals and objectives to fulfill contractor expectations.
- Proven strategic implementation and integration of policies and procedures
- Ensured confidential documents concerning performance appraisals, corrective action and terminations were complete and securely stored.

Reservations Coordinator Vacation Rentals

May 1, 2013 - present

Position Summary

- Ensure each customer request for a vacation rental answered within a 24 hour window.
- Maintain calendar and log of potential and confirmed visitors.

Commissioned Sales Associate Nordstrom's

October 23, 2012 – December 31, 2012

Position Summary

- Ensure each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer. Maintaining solid product knowledge and all other aspects of customer service.

Sales Associate/Sales Specialist/Commissioned Sales Associate 2012

November 2010 – October

Macys

Position Summary

- Ensure each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer. Maintaining solid product knowledge and all other aspects of customer service.
- Assist in floor moves, merchandising, display maintenance and housekeeping.
- In processing and replenishing merchandising and monitoring floor stock.
- Maintain an awareness of promotions and advertisements.
- Assist in opening and closing of department.
- Merchandise Price changes within the department.
- Participate in year-end inventory and cycle counts.
- Assist in ringing up sales at registers and bagging as needed.
- Meet and exceed sales goals and objectives.
- All other tasks assigned by manager.

Accomplishments

- Dramatically increased department sales in Handbags and Accessories
- Promoted May 2011 to Sales Specialist, a lead position within the Handbags and Accessories Department, reporting to directly to Department Manager and District staff.
- Promoted September 2011 to Commissioned Sales Associate in Fine Jewelry Department

Interior Decorator/Home Stager/Owner

September 2005 – October 2010

3rd Sister Design

Position Summary:

- Met with clients to review their plans, timelines and budget.
- Researched and developed project proposal.
- Presented proposal to client, implemented and managed project from start to completion.
- Handled the administrative and fiscal aspects of the business
- Marketing, advertising and day to day over site.
- Strived to provide the customer with excellent customer service.

Workforce and Economic Development Manager

February 2002 to May 2005

Portland Community College

Position Summary:

- Partnered with local, state, county and private business to create a "One-Stop" environment tailored to meet the employment and training needs of a changing workforce.
- Successfully built and maintained trusted partnerships across all business elements.
- Fielded and resolved employee relations issues/questions.
- Addressed and resolved escalated customer issues.
- Responsible for developing and implementing staffing plans.
- Supervise day to day operations of Workforce and Economic Development.
- Cultivated and expanded customer base by establishing strong working relationships with local employers through networking, partnering and securing State and Federal Workforce grants.
- Prepared and submitted Request for Proposals (RFP) to secure program funding on an ongoing basis.
- Designed and implemented improved processes for service improvements based on customer needs.
- Maintained a high level of visibility for the organization by acting as an advisor to state and local workforce, education and training boards.
- Represented Workforce and Economic Development at state and local meetings and conferences.
- Ensured organization compliance with government contracts by ensuring quality assurance systems are in place and followed by all employees. Consistently, met or exceeded performance standards.
- Developed and maintained state, federal and local community partnerships that leveraged resources and enhanced service delivery to county residents.
- Developed annual budget and managed expenditures throughout the year.

- English as a Second Language (ESL) program development.
- Secured confidential client and program information

Accomplishments:

- Expanded English as a Second Language (ESL) program growth, by increasing staff from two to five allowing increased services to clients unable to access programs due to language barriers.
- Relocated and secured confidential client information and ensured documentation and tracking met Department of Labor Quality Assurance Standards.
- Increased funding – 33%

**Workforce and Economic Development Manager
Tillamook County**

November 1989 – February 2002

Position Summary:

- Partnered with local, state, county and private business to create a “One-Stop” environment tailored to meet the employment and training needs of a changing workforce.
- Successfully built and maintained trusted partnerships across all business elements.
- Cultivated and expanded customer base by establishing strong working relationships with local employers through networking, partnering and securing State and Federal Workforce grants.
- Prepared and submitted RFPs to program funding on an ongoing basis.
- Designed and implemented improved processes for service improvements based on customer needs.
- Maintained a high level of visibility for the organization by acting as an advisor to state and local workforce, education and training boards.
- Represented Tillamook Work Solutions at state and local meetings and conferences.
- Ensured organization compliance with government contracts by ensuring quality assurance systems were in place and followed by all employees and reviews met or exceeded performance standards.
- Developed and maintained state, federal and local community partnerships that leveraged resources and enhanced service delivery to county residents.
- Developed budget annually and managed expenditures throughout the year.
- Fielded and resolved employee relations issues/questions.
- Addressed and resolved escalated customer issues.
- Responsible for developing and implementing staffing plans.
- Supervised day to day operations of Tillamook Work Solutions

Accomplishments:

- Successfully established organization from the ground up.
- Developed an innovative and cohesive team of employees exhibiting flexibility, commitment to work with private industry and bringing to reality partnerships that benefitted all of the citizens of Tillamook County.
- Tillamook Work Solutions posted increased performance each year of operation. Met and exceeded DOL Performance Standards.
- Successfully expanded funding base and service offerings by 74%.
- Increased customer base by 85%.
- Increased grant base for Management and Training Corporation in Tillamook County from one to six grants.
- Met and exceeded Department of Labor performance standards by 10%.
- Reduced employee turnover by 80% by encouraging an innovative and creative work environment.
- Ensured fiscal accountability.

EDUCATION

Suffolk County Community College, Selden, New York – Associate of Arts
 Eastern Oregon University – LaGrande, Oregon - Bachelor of Science
 Heritage School of Interior Design - Certificate

