

BRIONA FORRESTER

Relevant Skills

- Highly detail-oriented with excellent organizational skills
- Effective at identifying problems and developing solutions
- Excellent communication skills (verbal & written)
- Capable of tracking multiple projects simultaneously
- Able to take instructions and carry them out promptly and accurately
- Goal oriented with a strong work ethic and drive to succeed
- Self-starter with the ability to work well alone and unsupervised
- Experienced in mediation and disarming volatile situations
- Computer adept with a typing speed of over 65wpm
- Proficient in Microsoft Office, Adobe Creative Suite, and other productivity and graphics software

Additional Education

- Portland Community College – General courses (business math, writing, graphic/web design, etc)

Certifications

- OSP - LEDS Certified

Professional Experience

State of Oregon, Psychiatric Security Review Board

July 2010 – Current

Administrative Specialist – Provide administrative support for Executive Director and Program Manager; Research relevant data for the Executive Director to use in legislative sessions; Transcribe and proof rule-making documents; Compose confidential correspondence to Board members, stakeholders, government officials and inquiring public; Coordinate administrative hearings; Prepare packets for Board members; Create meeting agendas and take minutes; Retrieve confidential state and federal records.

Tetra Tech Construction Services, Inc.

May 2009 – June 2010

FiOS Drops Project Assistant – Provided support to Project Manager and assumed Project Manager's roll when necessary; Served as the primary liaison between Tetra Tech, Verizon and the subcontractors for all FiOS drops; Represented Tetra Tech at all corporate meetings with FiOS prime contractors, including presentations; Nurtured a stable and profitable relationship with our Verizon customer; Scheduled crews & ensured project deadlines were met; Tracked all current projects in their various stages and kept involved parties apprised of the progress; Ensured standard compliance and client satisfaction; Received, formatted and distributed work orders to subcontractors; Maintained an active up to date database with all billing, client and material placement information; Met customers and subcontractors in the field to ensure quality standards and remedy grievances; Created and tracked invoices for completed projects.

Professional Experience (Continued)

Affinity Property Management

Dec 2007 – Dec 2008

Assistant Property Manager & Office Manager – *Provided support to Property Manager; Provided customer service/conflict resolution; Generated weekly/monthly reports; Collected, deposited and tracked rent and other revenue; Answered multi-line phone system; Desktop publishing; Frequently corresponded with the public and other professionals via email and other methods of correspondence; Maintained various filing systems; Tracked budget; Coded bills; Scheduled appointments; Worked on resident retention; Transcribed and tracked maintenance requests; Developed methods of organization for files, invoices, rent, vendors, prospects, etc.; Managed an ever changing array of new responsibilities and situations.*

Oregon First Realty

Oct 2006 – Dec 2007

Director of Marketing & Agent Services – *Worked with minimal oversight as head of customer service and administrative support for the CEO, Principal Broker and over 200 agents; Hired and supervised staff; Worked as head of customer service and administrative support for the CEO, Principal Broker and over 200 agents; Proofed advertising to maintain compliance with legal standards; Maintained company website; Helped agents with branding and designing all types of media to suit individual needs; Scheduled appointments; Kept up on pertinent real estate advertising and licensing laws to ensure accordance company wide; Conducted orientations for each new agent instructing them on: use of website, setting up and using personal voice mail/email, sending company wide email, designing and ordering business cards and vehicle signage, helping them feel welcome and making sure they felt that I was accessible at all times; Tracking continuing education hours and license expiration's for over 300 agents; Input data and maintained a centralized tracking system.*

Administrative Assistant – *Answered multi-line phone system for two companies; Received, sorted and distributed mail/packages for over 150 agents; Ordered office supplies; Greeted walk-ins; Screened calls; Took meeting minutes, Stocked fax machine and other office equipment; Kept the reception area, meeting rooms and offices clean and organized; Ran errands as necessary; Organized weekly meetings and other office functions; Filed legal paperwork and boxed documents for storage; Maintained schedule for CEO and Principal Broker; Checked and directed voice mails; Proofed agent's legal documents for accuracy and completion; Created spreadsheets for data tracking; Transcribed letters.*

Speedpro SignsPlus

May 2003 – Oct 2006

Office Manager and Graphic Designer – *Provided general assistance to company owner; Answered multi-line phones; Greeted customers; Client tracking and follow-up; Image design/reproduction; Record keeping; Invoice tracking; Balance collection; Project tracking; Organizational system creation and maintenance.*