

Tristan Richmond

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Summary: Office professional experienced in thriving at fast paced environments. Proven ability to meet deadlines, improve workflow, and overall efficiency for a company.

Work Experience:

Collective Intelligence, Inc. - Vancouver, WA & Los Angeles, CA

Collective Intelligence is a background investigation firm that provides pre-employment screening for major corporations as well as screening for reality television programming.

DIRECTOR OF OPERATIONS

03/06-11/10

- Managed and trained staff of nine on compliance, industry specific software, company policies and procedures, FCRA (Fair Credit Reporting Act) guidelines
- Developed procedures for new vendor hiring and researchers to provide most effective workflow
- Performed billing of clients, oversaw vendor invoices, monitored expenses, and net profit each month
- Oversaw new employee hiring process as well as performance reviews
- Insured all reports and processes were compliant and completed within deadlines; Proofed and edited all reports before sending off to clients
- Implemented collections procedures and practices with aged receivables on past due clients

CUSTOMER SERVICE SPECIALIST

- Worked directly with legal representatives/attorneys and clients on all reports and results
- Multi-line phone system, filing, storage, and proper destruction of sensitive data

The Modern Fan Company - Ashland, OR

The Modern Fan Company is a designer and seller of high-end contemporary ceiling fans for residential and commercial properties.

WAREHOUSE MANAGER

11/02-01/06

- Supervised staff of four; responsible for permanent and temporary staffing levels for peak demand season
- Kept management apprised of inventory levels
- Manufacturer's spokesperson at trade shows while directly reporting to owner and national sales manager

WAREHOUSE SHIPPING CLERK

- Tracked, maintained and ordered shipping supplies
- Basic knowledge of commercial and residential electrical installation
- Assembled, packed and shipped fans to domestic and international vendors

Oregon Shakespeare Festival - Ashland, OR

THEATRE USHER

09/02-09/05

- Trained for house management duties
- Knowledge of Shakespeare Festival productions and local tourist attractions required to enrich patrons experience
- Assisted theatre patrons with seating

Education:

B.F. A. Theatre Arts - Southern Oregon University '02