

# Katie Ziesman

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## OBJECTIVE

To obtain the role of Personal Assistant and Event Planner in order to efficiently provide quality senior level administrative support and event coordination.

## SKILLS & QUALIFICATIONS

- Demonstrates commitment to professional excellence, efficiency, and responsibility
- Demonstrates advanced technical and administrative support skills, including calendar management, expense reporting, vendor contract negotiation, timecard reports, and IT support
- Successfully coordinates various events, including continuing education, trade shows, and seminars
- Experience providing accounting and financial support, including Quickbooks
- Utilizes advanced Internet research and problem solving skills with meticulous attention to detail
- Effectively cultivates quality, mutually beneficial client and vendor relationships
- Successfully organizes, executes, and meets deadlines for a variety of long- and short-term project types, individually and with teams
- Excels in a professional supportive leadership role, acting as a liaison between leadership and other teams and individuals
- Extensive experience with domestic and international travel; eager to travel for work
- Demonstrates advanced computer skills in all Apple & Windows operating systems, Microsoft Office, and general computer support
- Experience creating marketing materials utilizing Adobe CreativeSuite, Adobe Acrobat, and Constant Contact
- Experience managing WordPress and Joomla! website content management systems
- Types 80 WPM, proficient in HTML, and familiar with CSS programming
- Demonstrates superior written and verbal communication in English and proficiency in written and spoken German

## RELEVANT EXPERIENCE

### Facility Manager

*Alpenglow Veterinary Specialty + Emergency Center*

**May 2011-Present**

*Boulder, CO*

- Earned promotion to a diverse project management role after 9 months as lead Client Care Advocate for a 24/7 specialty & emergency veterinary clinic
- Executes various roles including: supply manager, marketing director, office manager, IT support team lead, and management team liaison for 3 partnered veterinary practices
- Demonstrates advanced utilization of practice management software for financial reporting, transaction processing, and inventory tracking
- Performs service contract cost comparison reports, manages equipment repair & trade-in, and hires facility contractors, supply vendors, and janitorial services
- Accurately analyzes cost trends and negotiates vendor contract agreements
- Documents and communicates clinic SOPs
- Manages server & domain network, digital radiology equipment, and backup systems
- Develops and creates spreadsheets to manage general hospital inventory and price trends for: medical facility essentials, blood products, laboratory supplies, surgical equipment & accessories, janitorial supplies, office supplies, and hospitalized patient food
- Maintains staff emails accounts and clinic website, including social media and SEO
- Competently manages various office procedures including: operating a multi-line phone system & electronic network fax, computer and printer monitoring maintenance, staff training & support, month-end reporting, supply billing & invoicing, accounting and Quickbooks support, and timecard system management

# Katie Ziesman *(cont.)*

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## **Office/Project Manager & Assistant Web Developer**

**Dec 2010-April 2011**

*JCJack, LLC*

*Westminster, CO*

- Customer service, administrative, and creative role for diverse creative services company
- Monitored branding & identity development projects, including website development & maintenance, marketing, promotion, and design team collaboration
- Documented project progress, ensuring regular client communication and on-time deadline completion
- Performed accounting, created invoices in Quickbooks, and processed customer payments for promotional print materials
- Worked extensively with Adobe CreativeSuite to create documents, forms, and graphic web elements
- Wrote original website content and a weekly blog on marketing techniques & successful communication methods

## **Membership & Communications Director**

**June 2010-Dec 2010**

*North Metro Denver Realtor® Association*

*Broomfield, CO*

- Facilitated effective communication between Realtor® Association staff, Board of Directors, and Realtor® members
- Managed membership sales, explanation of benefits and terms, website maintenance and updates, blog posts, email newsletters, property listing displays, and flyer design & distribution
- Coordinated NMDRA's executive and Continuing Education calendar, including event coordination and meeting planning
- Performed event coordination, facilities management, daily customer service for retail store, and reception
- Facilitated and attended weekly marketing meetings to form relationships with members & affiliates and promote membership sales
- Worked with CFO and CEO to manage the Board's budget, completed Board of Directors' expense reporting, and secured travel arrangements for state and national Realtor® events

## **Assistant Director of Operations**

**Dec 2005-July 2008**

*Diversified Imaging Supplies, Inc*

*Boulder, CO*

- Earned promotion after 7 months as customer service representative for this combination retail/wholesale small business
- Performed duties including: data entry for customer orders, answering phones, assisting customers, and processing returns
- Handled customer invoicing, accounts receivable, credit memo generation, and accounts payable
- Efficiently and accurately navigated office business software, MAS 90, which managed inventory, purchasing, shipping, and invoicing
- Acquired additional responsibilities, including: charging customer credit cards and posting cash receipts, cutting checks to vendors, Quickbooks utilization, new customer service employee training, and general management duties
- Maintained positive, resourceful relationships with customers & vendors

## **EDUCATION**

**Aug 2004-May 2008**

**Sept 2008-Aug 2009**

*University of Colorado, Boulder, CO*

*Universität Regensburg, Regensburg, DE*

B.A. English Literature

International Exchange Student

*Summa cum laude* honors graduate, 3.95 GPA

Emphasis on written & spoken German proficiency

Phi Beta Kappa honors fraternity member

Presenter at international conference on Modernism

**REFERENCES** Available upon request

# Katie Ziesman

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## REFERENCES

- Karen Sanderson, DVM, DACVIM      303.443.4569      [ksanderson@alpenglowvets.com](mailto:ksanderson@alpenglowvets.com)  
*Direct Supervisor; owner of Rocky Mountain Veterinary Cardiology; owner partner of Alpenglow Veterinary Specialty + Emergency Center*
- Matthew Rooney, DVM, DACVS      303.678.8844      [mrooney@aspenmeadowvet.com](mailto:mrooney@aspenmeadowvet.com)  
*Direct Supervisor; owner of Aspen Meadow Veterinary Specialists; owner partner of Alpenglow Veterinary Specialty + Emergency Center*
- Ricque Johnson      303.589.2623      [ricquejohnson@gmail.com](mailto:ricquejohnson@gmail.com)  
*Human Resources manager at Aspen Meadow Veterinary Specialists (AMVS), which is part-owner of Alpenglow Veterinary Specialty + Emergency Center*
- Kate Conley, CVT      720.629.7573      [k8eroos81@gmail.com](mailto:k8eroos81@gmail.com)  
*Inventory & administrative manager at Alpenglow Animal Critical Care + Emergency (AACCE), which is part-owner of Alpenglow Veterinary Specialty + Emergency Center*
- David Mickulas, CVT      303.532.7680      [dmickulas@gmail.com](mailto:dmickulas@gmail.com)  
*Former management team co-worker at Alpenglow Veterinary Specialty + Emergency Center; currently Field Technical Support Representative, Mountain Region at Idexx Laboratories*
- Bret Maceyak      303.589.8129      [bretcolleen@gmail.com](mailto:bretcolleen@gmail.com)  
*Former co-worker and training supervisor at Diversified Imaging Supplies*