

VIRGINIA THAYER

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QUALIFICATIONS and SKILLS

- MS Word, Excel, Access, PowerPoint, Outlook, Windows, Mac, Adobe Acrobat, basic HTML and SQL
- Social Networking: Twitter, Facebook, Myspace, etc.
- Reports, spreadsheets, databases
- Type 75 WPM, 10-key by touch
- Filing and organization
- Multi-line phones
- Fast learner
- Intermediate Spanish language skills
- Able to work independently or in a team
- Attentive to detail and accuracy
- Excellent customer service skills
- Friendly, positive, creative, enthusiastic
- Flexible, easy-going, adaptable to change

RELATED EXPERIENCE

Chair, Communications Coordinator, and Executive Producer (2008-2010)

TASO Productions at PSU, Portland, OR

Worked in a team setting to manage all aspects of the production of four student-run theatrical performances annually

- As Chair, oversaw all group administrative processes, ran meetings, handled acquisition of office and meeting spaces, interfaced with student constituency, and completed quarterly reports of budgets and projects
- As Communications Coordinator, managed the group's marketing and communications efforts, including email, listserv, social media, and print materials
- As Executive Producer, coordinated every part of the production of *The Odd Couple*, including expenditures, staffing, administrative coordination, liability and risk management, and publicity for the play
- With minimal supervision, oversaw the use of a \$30,000 annual budget
- Navigated and improved a historically problematic relationship with the Theater Arts Department to come to a mutually beneficial arrangement

Training Assistant (2008-2009)

ADP Dealer Services (through Randstad Work Solutions), Portland, OR

Provided administrative support to the Training Manager

- Scheduled and supervised use of three training rooms
- Managed employee training database
- Coordinated registration for outside training courses for employees
- Routed invoices, light accounting, mail handling
- Maintained three display boards advertising classes, seminars, and education programs

Underwriting and Marketing Coordinator (2007-2008)

LifeWise Health Plan of Oregon (through Randstad Work Solutions), Portland, OR

Provided administrative support for the Underwriting and Marketing departments

- Managed, organized, and reorganized large physical and electronic filing systems
- Created charts, spreadsheets and tables to synthesize large quantities of data for underwriters to analyze
- Handled confidential information according to HIPAA standards of privacy
- Directed workflow from marketing department to team of six underwriters
- Helped develop and implement cost-saving processes
- Communicated between four offices in three states
- Handled direct mailings and package shipping with USPS and UPS

Buyer (2005-2006)

eMarket Group, Ltd., Portland, OR

Collaborated with marketing team to choose new products to sell at eMerchandise.com online store

- Sought out and made connections with new vendors for hot new merchandise
- Prepared and distributed weekly sales reports using Oracle and Excel
- Maintained, tracked, and reported an annual budget of \$18,000

ADDITIONAL EXPERIENCE**Flight Attendant (2004-2005)**

Pinnacle Airlines/Northwest Airlink, Detroit, MI

Maintained safety and compliance with FAA regulations while ensuring a comfortable passenger experience

- Adapted gracefully to flexible and unpredictable schedule
- Quickly adjusted priorities in changing situations

Gift Shop Sales Associate (2006)

Norwegian Cruise Line America, Hawaiian Islands

Gave high quality customer service to vacationing cruise ship passengers, maintaining a fun yet professional image

- Completed rigorous training in firefighting, crowd control, and evacuation to earn Merchant Mariner Document
- Kept unusual schedule of long hours, split shifts, and no days off

Sales, Cashier, Food Service (1999-2003)

Target Stores, Brighton, MI and Ypsilanti, MI

Worked as a member of a “fast, fun, friendly” team to provide excellent guest service and keep the store looking its best

EDUCATION**Bachelor of Arts – Arts and Letters, Minor in Theater Arts**

Portland State University, Portland, Oregon. June 2010

Alpha Psi Omega Theater Arts Honor Society

INTERESTS

Acting in theater, singing karaoke, photography, hiking, rock climbing, knitting, board games, travel

REFERENCES

Shannon Timm

Coordinator of Student-Run Services, Portland State University

ShannonW@pdx.edu

503-725-4452

Sharon Howe

VP of Underwriting, LifeWise Health Plan of Oregon

Sharon.Howe@LifeWiseHealth.com

503-295-6707

Carl Luckenbill

Training Manager, ADP Dealer Services

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