

# Vanessa Lynn

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Relocating to Portland, OR  
on October 6, 2013

Bachelor of Arts in Arts Administration | University of Kentucky, 2008

Compelling, influential leader. Effective, straightforward communicator. Praised by subordinates and superiors for excellent management and positive impact.

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## General Manager

Orange Leaf Frozen Yogurt | Port Orange, Florida | April 2013 - present

Oversee and assume responsibility for all aspects of store operations. Recruit, hire, train, evaluate, & counsel employees. Schedule & organize shifts & tasks. Possess & encourage ownership mentality. Provide a positive work environment & achieve excellent rapport among staff. Serve as role model to assistant manager, shift leaders, & team members. Provide exceptional customer service & resolve customer complaints. Maintain appearance & cleanliness of interior & exterior of store above & beyond company & health department standards. Ensure employee awareness of safety procedures. Conduct regular meetings with team leaders. Account for inventory & maintain adequate supplies. Manage revenue; cash handling; deposit reconciliation. Control labor costs. Implement in-store & out-of-store marketing & build partnerships with other businesses & organizations. Effectively utilize the store's Facebook fan page.

## Assistant Manager

Orange Leaf Frozen Yogurt | Lexington, Kentucky | 2011 - 2012

Assisted in the management of all areas of store operations: hiring, training, scheduling, supervising, motivating & evaluating staff; overseeing of customer service; complaint resolution; cash control & balancing; inventory & cost of goods; opening & closing the store. Assumed total responsibility for store operations in the general manager's absence.

## Leasing Specialist

The Summit at Brighton Place | Lexington, Kentucky | 2010 - 2012

Performed administrative & sales functions of the rental property: greeted prospects; provided property information; processed applicants; ran credit reports; pre-approved qualified applicants; followed up with applicants via phone & email; prepared & explained lease agreements; coordinated maintenance; resolved tenant issues.

## Box Office Staff

The Lexington Center | Lexington, Kentucky | 2009 - 2010

Responded to inquiries & sold tickets via phone & at ticket booths for concerts & events including Taylor Swift, Disney On Ice, Trans-Siberian Orchestra, & the University of

Kentucky basketball games. Venues included Rupp Arena (24,000 seats) & the Lexington Opera House (3 levels & box seating).

#### Administrative Intern

WUKY NPR Rocks @ 91.3 FM | Lexington, Kentucky | 2008

Assisted with & oversaw tasks for the radio station's semi-annual fundraiser; prepared material for on-air hosts; secured food donations from local restaurants to provide meals for pledge drive volunteers; entered data & managed records to keep track of funds raised.

#### Box Office Staff

LexArts | Lexington, Kentucky | 2007 - 2008

Responded to customer inquiries in person & via telephone; resolved service issues & concerns to ensure customer satisfaction; processed & balanced transactions via telephone & in person. Opened & locked down the building, ensuring full security when first to arrive or last to leave.

#### Administrative Intern

Kentucky Governor's School for the Arts | Lexington, Kentucky | 2007

Designed, assembled, proofread, & edited the closing day program; liaised with vendor to complete large-scale print order. Assisted with event planning & preparation; performed clerical functions: word processing; data entry; mail processing; photocopying; faxing; & running errands, including to the governor's office.

#### Audition Coordinator

University of Kentucky School of Music | Lexington, Kentucky | 2004 - 2007

Scheduled & confirmed audition times & locations to prospective undergraduate & graduate students. Verified venue availability & booked venue & necessary equipment. Managed budget & purchased refreshments for audition days. Recruited, scheduled, & instructed volunteers for audition days. Performed mail merges & processed mail-outs of acceptance & rejection letters.

#### Office Assistant

Blythe, White & Associates | Lexington, Kentucky | 2003-2006

Provided administrative support to managers & executives at a certified public accounting firm. Assembled tax return packages & prepared large mail-outs. Responsible for mail processing, database maintenance, & reorganizing client files.

#### Volunteer at Lexington Humane Society | 2009-2011

University of Kentucky Women's Choir President 2007-2008

University of Kentucky Women's Choir Secretary-Treasurer 2006-2007

University of Kentucky Women's Choir Section Leader 2005-2006

