

## Objective

I am an experienced manager looking to re-join the workforce while finishing my B.A. degree.

## Qualifications

- Over 10 years of experience in retail sales, management, and administrative support, with strong supervisory and staff training skills
- Excellent interpersonal, verbal, and written communication skills
- Superb customer service and retail sales skills
- Proven ability to work both independently and as an adaptable and dedicated team member
- Strong background in managing inventories, budgets, payroll, and product display design
- Adept at multi-tasking and problem solving, attentive to detail, dependable and trustworthy

## Professional Experience

### **Office Assistant** | September 2009 to August 2011

Portland State University ▪ Department of World Languages ▪ Portland, OR

While attending classes as a full-time student at PSU, I worked in both the World Languages office and in its computer lab. In the office, I worked at the front desk and handled paperwork, filing, equipment management, occasional scheduling of appointments, and the general wrangling of students so that they could meet with professors, or take the correct entrance exam. Computer lab duties included fielding questions about software, making copies of teaching materials, and assisting professors with language projects. ▪ Office key holder

### **Assistant Manager** | May 2007 to April 2009

Yankee Candle Company ▪ Tigard, OR

Responsible for recruiting and training sales staff. Also supervised team performance and the store's budget, set sales targets, maintained detailed documentation of the store's inventory, and designed product displays. For most of the time I worked in this position, there was no store manager.

- Managed a staff of 4-10 ▪ Wrote weekly reports for district manager

### **Sales Associate** | May 2005 to November 2006 & April 2000 to November 2002

Futons and Such ▪ Monterey, CA

Responsibilities included: customer service and sales, product inventory and receiving, product assembly and delivery, customer education, and training incoming sales staff. Assisted in web-site design, store promotion, and design of product displays.

- Top sales associate ▪ Key holder

### **Manager** | February 2003 to August 2005

Curves Fitness Center for Women ▪ Pacific Grove, CA

Responsibilities included: hiring and training staff, customer service, product and membership sales, payroll, business promotions, product inventory, and equipment maintenance.

- Managed a staff of 4-8 ▪ Maintained and educated membership of 400-500 clients

## Professional Experience (continued)

**Lead Assistant Manager** | August 1998 to September 2000  
United Artists State Theater ▪ Monterey, CA

Responsibilities included: recruiting and training of staff, staff scheduling, payroll, producing daily revenue reports, and conducting daily supply inventory. Supervised film handling and projection booth management. Started as a part-time employee and was promoted to management within three months.

- Managed a staff of 10-25 ▪ Key holder

**Russian Linguist** | June 1994 to May 1996  
U.S. Army ▪ Monterey, CA

After being trained in the Russian language, I worked as a language analyst. ▪ Honorable discharge

## Education

**Certificate of Superior Proficiency in Russian** | June 2009 to June 2012  
Portland State University ▪ Portland, OR

This past June, I successfully completed PSU's Russian Flagship program and achieved Superior Proficiency certification. I am currently completing a Bachelor of Arts degree, with a double major in Applied Linguistics and the Russian language.

- Dean's List, 2009 & 2010 ▪ Russian Flagship Scholarship, 2010, 2011 & 2012 ▪ Boren Scholarship, 2011

**Basic Course ▪ Russian** | September 1994 to August 1995  
Defense Language Institute ▪ Foreign Language Center ▪ Monterey, CA

DLI is a military language facility, where I studied while serving in the Army and completed the 11-month Basic Course in Russian. This course is the next best thing to an intensive, full immersion program, and I graduated at the top of my class.

## References

Upon request.