

LINDSEY A. PEOPLES

5915 NE 27TH AVE. PORTLAND, OR 97211 • 407-687-2117 • LAPEOPLES@GMAIL.COM

Driven, motivated, enthusiastic quick-thinker with excellent communication, organizational, and problem solving skills.

Team player who enjoys challenges and the opportunity to learn.

Hardworking and knowledgeable. Strong customer service capabilities. Demonstrated commitment to excellence.

PROFESSIONAL EXPERIENCE:

Charles Schwab and Co.

Sept. 2010 - Present

Client Service Specialist

Serving as first point of contact for clients, ensuring customer service needs are met as well as providing detailed information on Schwab products and financial information. Hosting and planning informational seminars and events for clients. Working independently and also as part of the larger Schwab team to handle multiple tasks and projects simultaneously. Handle client concerns and issues regarding a variety of matters, and escalate or rely on other internal departments when necessary. Also responsible for everyday operational needs within an office setting.

Helpmates Employment Agency

Jan. 2010 - Sept. 2010

Temporary Employee

Completed long term temporary assignment for Murad, Inc. Assisted with various tasks, as needed, including order processing within Oracle based software system, covering reception desk as needed, and provided general help to the Customer Care department.

Breedlove, Dennis & Associates, Inc.

Jan. 2009 - Jan. 2010

Administrative Support

Responsible for the formatting, proofreading, editing, and preparation of all company documents including data tables, monitoring reports, and permit applications. Updated, maintained, and created all template company global templates on a shared network drive. Performed various miscellaneous office tasks, as needed, including updating company logs and training manuals. Strong attention to detail, precision in creation and maintenance of integrity of company documents, including reports and information for environmental review.

Universal Orlando

Aug. 2007 – Jan. 2009

Assistant Stage Manager; Entertainment Production Coordinator

As Assistant Stage Manager, support Stage Managers by collaborating with multiple entertainment venues to ensure smooth operation of shows. Manage a staff of up to 20 at once. Utilized working knowledge of each venue and employ problem solving and quick decision making skills to ensure successful daily operation. Created and managed schedules for all talent and technicians. Communicated frequently with outside departments and contractors. Maintained show quality, monitor safety issues, and addressed problems as presented.

As Entertainment Production Coordinator, handled entertainment needs for special events, private parties, promotional shoots, etc. by providing coordination of all talent requested during the event itself. Responsible for on the spot problem solving and coordination of entertainment requests to guarantee client needs are met. Processed all event details prior to the event to clarify objectives and communicate necessary information to all parties involved.

Universal Orlando Entertainment Operations

June – Aug. 2007

Internship, Stage Management

Acquired knowledge of objectives, responsibilities, challenges, and daily operational duties of Stage Managers throughout Universal Orlando. Shadowed Management teams of all Entertainment venues during a 10 week period to learn operational procedures from many levels to gain a park-wide perspective. Learned, practiced, and revised management styles to develop positive relationships with fellow team members. Assisted in scheduling of performers and monitoring show quality. Reviewed budgetary needs and financial planning for stage shows.

Allied General Insurance, Winter Park, FL

Nov. 2005 – June 2007

Executive Assistant

Assisted and worked directly with the president of the company. Maintained ongoing correspondence with numerous clients regarding their insurance coverages and concerns. Completed insurance quote applications and renewal documents for various companies. Provided customer service and administrative duties including dictation, typing, faxing, filing, answering phones.

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EDUCATION:

Rollins College - Hamilton Holt, Winter Park, FL

Jan. 2006 - Dec. 2008

Bachelor of Arts in Organizational Communication. 3.85 GPA. Summa Cum Laude.
President's List, Lambda Pi Eta, Partial Merit based scholarship

Rutgers University, New Brunswick, NJ

Sep. 2002 - May 2004

Studied Interpersonal and Organizational Communications, Sociology, American Studies, American History, Media Processes. 3.8 GPA

American School of Real Estate Express

March 2010 - Dec. 2010

California Salesperson License

FINRA Registered Representative

Current

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