

# Amanda 'Ava' Pjerrou

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**Objective** To apply my current and developing skills for support in a dynamic organization that values initiative and team orientation.

**Experience** 2009 - Present Wildwood Psychiatric Resource Center Beaverton, OR

## Administrative Assistant

Responsible for vendor and office supply management, scheduling appointments for clients and provide follow up reminder phone calls, collaborating with insurance companies to verify benefits for clients, organize ledgers and billing, work alongside business administrators to create administrative procedures, manuals and forms. Other duties include answering phones, filing, sorting mail and overall customer service.

2009 - Present Strutting Mutts Pet Sitting Portland, OR

## Owner/Operator

Prepare standard contracts for pet and home care, provide care for homes and animals while owners are away, daily dogs walks, feeding and check in as needed. Overall, manage clients' needs and preferences with a commitment to providing a superior level of care.

2008 - 2009 Pacific Patrol Services Portland, OR

## Security Officer

Patrolled assigned areas on foot to ensure personal, building, and equipment security. Examined doors, windows, and gates to determine that they were secure. Informed and warned violators of rule infractions, such as loitering, smoking, or carrying forbidden articles. Provided public assistance and information. Watched for and reported irregularities, such as fire hazards, leaking water pipes, and security doors left unlocked. Performed periodic checks of emergency call boxes and street lights to ensure proper functioning; reported malfunctions as needed. Prepared routine, standardized reports as needed.

2007 - 2008 Woodworth Fourplex Clovis, CA

## Assistant Property Manager

Assisted in directing property management of a small fourplex, responsible for showing properties to prospective tenants, maintain and develop property client database, acted as liaison between property owners and tenants. Other responsibilities included handling complaints and scheduling maintenance.

2007 - 2008 Robert Half International Fresno, CA

## Administrative Support

Provided support to the division professionals, scheduled client and candidate meetings, assisted in marketing, data entry, and primary customer service, responsible for vendor and office supply management, and greeted clients and candidates for meetings.

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2006 - 2007 Modesto Police Department Modesto, CA

Police Clerk I

Researched warrants and criminal history reports for on duty officers, entered stolen vehicles, property, and completed data entry for crime rate statistics, proficient in CLETS/CAD, THE, Proview and ICIJIS, and assisted division superiors and officers as needed.

2005 – 2006 Valley Forklift Stockton, CA

Dispatcher

Organized the daily schedule of 8 service mechanics, managed trucking schedule and maintained service calls, provided customer service and follow-up on various job orders, proficient in work related programs such as Minitrac, Microsoft Office and GPS, assisted Parts Department when needed on work orders, and acted as a temporary office manager.

2004 – 2005 InShape City Modesto, CA

Personal Trainer

Responsible for a broad base of clientele, offered detailed instruction and supervision of motion and diet, researched former and current clients for marketing purposes, and provided overall customer service and sales. **Awarded Excellence in Customer Service for fall 2004 and certified as a personal trainer.**

2003 - 2004 Starbucks Coffee Co. Modesto, CA

Barista

Brainstormed marketing and sales strategies, and provided customer service while working register or espresso bar. **Elected 'Partner of the Month' four times within a year.**

2002 - 2003 UC Merced Merced, CA

Administrative Clerk

Responsible for a broad base of assignments involving fundraising and community events, provided support to the division professionals for events including the Chancellor's Inauguration. Other duties included answering phones, filing, sorting mail and overall customer service. Also utilized as a fill-in receptionist.

Education 2010 - Present Portland State University Portland, OR

Applied Developmental Psychology (ADP)

Continuing education focused on Social Development, Life-Span Developmental Psychology, Biological Bases of Development, , Cognitive Development, Culture and Development, Moral Development, Infant Development, Child Psychology, Psychology of Adolescence and Early Maturity, Adult Development and Aging, Lifespan Development, Social Development, and etc.

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2006 - 2008

University of Phoenix

Associates of Science

Criminal Justice - Complete training in lower division criminal justice courses; procedures, evidence, psychology, English, corrections, juvenile justice, and etc.

2009 DPSST Certification - State of Oregon

Other  
Achievements 2004 – 2005 Certified Apex Fitness Professional - Apex Fitness and Nutrition  
2003 – 2004 Certified Personal Trainer InShape City  
(Fitness Foundations with NASM training in house certification)  
2003 – 2004 Achieved a 4.0 GPA Merced Community College  
2003 – 2003 DTS Certification - University of the Nations  
2001 – 2002 Graduate, High Honors, 4.0 GPA - Fresno Christian High School  
2000 – 2001 High Honors - Fresno Christian High School

References References are available on request.