

♦ OPERATIONAL SUPPORT	♦ EMPLOYEE & CLIENT RELATIONS	♦ TASK MANAGEMENT
♦ STAFF DEVELOPMENT & TRAINING	♦ EVENT & MEETING PLANNING	♦ REPORT & DOCUMENT PREPARATION

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**EXPERIENCE**

**UNIQUE HOME DESIGNS, GILBERT, ARIZONA**  
**CUSTOMER SERVICE ANALYST**

**MARCH 2012 – OCTOBER 2012**

Supported department director with appointed projects during contract position for manufacturing company.

**SELECTED CONTRIBUTIONS:**

- Demonstrated ability to quickly learn organizational processes and workflows.
- Performed quality control for all custom orders in coordination with engineering specifications.
- Created all daily scheduling reports; acted as communication liaison to contracted vendors.
- Managed accuracy of all departmental time cards using ADP.

**MARMALADE SKIES PASTRY, GILBERT, ARIZONA**  
**OWNER & OPERATOR**

**FEBRUARY 2010 – OCTOBER 2012**

Built start-up catering business and developed strong customer base, resulting in increased sales.

**SELECTED CONTRIBUTIONS:**

- Creation and oversight of all marketing efforts, budgets, costs, and menu.
- Baked, decorated and delivered all pastries and desserts.

**MARICOPA COUNTY MEDICAL SOCIETY, PHOENIX, ARIZONA**  
**MARKETING COORDINATOR**

**APRIL 2008 – APRIL 2009**

Managed marketing efforts for voluntary physician association. Handled all external communications; managed team of three employees.

**SELECTED CONTRIBUTIONS:**

- Coordinated layout of and solicited advertisers for annual pictorial directory, setting precedent by turning prior venture losses into profits.
- Assisted Managing Editor in proofreading and editing monthly magazine.
- Organized recruiting and annual membership events.
- Fostered communication and provided support to 2400 active members.

**ARIZONA FOUNDATION FOR MEDICAL CARE, PHOENIX, ARIZONA**  
**ASSISTANT COMMUNICATIONS COORDINATOR**

**JANUARY 2004 – APRIL 2008**

Assisted department director with communication efforts for 5000-member physician network. Provided support and problem resolution for providers, payers and members.

**SELECTED CONTRIBUTIONS:**

- Coordinated annual renewal process for participating providers.
- Streamlined organizational policies & procedures.
- Assisted in maintaining accuracy within multiple databases.
- Organized data for and assisted with layout of annual directory.

**TRC STAFFING SERVICES, PHOENIX, ARIZONA**  
**OPERATIONS MANAGER**

**OCTOBER 1999 – JUNE 2003**

Coordinated operations and managed team members for two branch offices. Maintained the highest level of confidentiality and legal compliance in employee files and affairs.

**SELECTED CONTRIBUTIONS:**

- Evaluated industry trends and implemented strategies to remain competitive.
- Developed new and fostered existing client relationships.
- Organized and participated in recruiting events.

**B&B EMPLOYMENT, PHOENIX, ARIZONA**  
**STAFFING SPECIALIST**

**OCTOBER 1996 – APRIL 1999**

Fulfilled client requests by successfully screening, interviewing, assessing and placing applicants.

**EDUCATION**

- Le Cordon Bleu Scottsdale Culinary Institute, Scottsdale, Arizona: 2009
- Elmhurst College, Elmhurst, Illinois: 1991 – 1992
- William Rainey Harper College, Palatine, Illinois: Associates in Arts Degree 1987