Ashley Gabelman

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**Objective**

To obtain a part time position that challenges my skills and abilities every day.

**Education**

High school diploma, at Glencoe High school, June 2004.

**Experience**

*Assistant Director of Operations, Consolidated Financial, January 2011 to Present*

As the Assistant Director of Operations I oversee the flow and processing of the company as a whole working directly under the Director of Operations - I work to improve the operational systems, processes and policies in support of organizations mission -- specifically, support better management reporting, information flow and management, business process and organizational planning - Manage and increase the effectiveness and efficiency of Support Services (HR, IT and Finance), through improvements to each function as well as coordination and communication between support and business functions -

*Operations Analyst/Administrative Assistant, Custom Decorators, October 2007 to June 2010*

As an operations analyst I am responsible to process improvement and creation in an effort to streamline internal processes and gain efficiencies within the organization- Maintain and review specific accounts associated to the operations department for quality control- Perform trend analysis and provide department supervisors with phone queue performance, average delay, abandon rates, and call monitoring for weekly staff coaching, training and incentive- Perform trend analysis and provide department supervisors with job performance encompassing open jobs reports, exceptions, and immediate tasks and providing feedback to complete all mission-critical tasks in a timely manner- Continuously evaluate and make recommendations to improve our internal processes as they align with the needs of the department- Work with team leaders to build processes and alignment with peer groups and clients. Provide input, direction and documenting standard operating procedures- Ensure departmental resources are current and utilized to provide optimum service levels to provide time efficient resolution-

*Premier senior account executive, Bank of America, June 2005 to July 2007*

Meet and exceed sales and customer service goals- Build and sustain relationships with premier clients of the bank- Demonstrates Bank of America core values in all actions- Know the business- including policies, procedures, and compliance.

I started off as telephone sales associate and worked up to a Premier Senior Account Executive.

**Computer skills**

Word, Certified in Excel, Powerpoint, LPS, Branchnet, ACT

**Honors and Activities**

Top percentile in cross selling for bank of America 5 months in a row.

Youth leader, holy trinity church, June 2006 to June 2007.