**Kathleen Strohecker**

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**PROFESSIONAL MISSION STATEMENT**

My intention is to perform job duties at a level that exceeds expectation.

My goal is to produce work that demonstrates 110% work ethic, quality and reliability.

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| **SUMMARY OF QUALIFICATIONS** |
| * Professional, courteous, calm and imperturbable phone and front office manner. Highly proficient with common office equipment, filing systems and multi-line telephones. |
| * Outstanding written and oral communication skills. Collaborative and cooperative interaction with clients and coworkers spanning wide ranges of age, personality, language, culture, and economic backgrounds. |
| * Results-driven ability to focus and manage competing tasks and priorities in project oriented, high-pressure environment, maintaining a passion for detail, accuracy and delivery of outstanding customer service. |
| * Exceptional computer skills for internal/external correspondence, reports, newsletters, database design, procedure manuals, employee newsletters, handbooks, and training materials. Extremely capable using current Microsoft Office products including Word, PowerPoint, Excel, Outlook, and Access. |

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| **PROFESSIONAL EXPERIENCE** | |
| 7/10 – Present | ***Portland Opera*** –Portland, OR |
| Chorus Member | Perform in all concert and operatic productions that include chorus. Learn music independently prior to first group rehearsal. Follow directions of Chorus Master, Conductor, and Staging Director. Memorize music, stage movements and text in several languages. |
| 1/08 – 8/10 | ***InsideTrack*** – Portland, OR |
| Success Coach | Coached university students by phone to create and execute action plans for goals toward enhanced performance and steady progress toward graduation. Typical students were at-risk adults striving to complete a degree while also working full-time and managing families. Worked closely with DeVry University and Westwood College internal advisors creating support plans to ensure student success. Managed data and records documenting quantitative metrics. Developed internal trainings in use throughout the organization. Served on planning committees for annual company meetings. Assisted Staffing Department as a Recruiter. Delivered 118% retention six terms in a row. Set new records for performance metrics. Received Outstanding Coaching Performance Award. |
| 5/04 – 12/07 | ***Capstone English Center*** – Portland, OR |
| Front Office Receptionist and  English Instructor | Answered multi-line telephones and appropriately routed calls. Greeted visitors and provided information about programs, courses and upcoming activities and events. Designed and created marketing brochures and advertisements. Arranged, scheduled, and coordinated field trips, outreach events, and community service activities. Opened and closed the office securely on a daily basis. Handled cash, credit cards, and other forms of student payment, issuing receipts and entering accounts receivable data in accounting system. Maintained student files and paperwork regarding various types of visas and progress reports.  Taught Writing, Grammar, Reading, and test preparation including TOEFL/TOEIC/IELTS/GED/SAT/ACT/GRE/GMAT to students of various ages, abilities, and cultural backgrounds in group and private classes. Designed curriculum to support student improvement and progress. Coached students to adapt successfully to American culture and life in Portland. Coordinated home-stay placements managing host family and student expectations, providing perspective to avoid conflict and misunderstanding. Connected students to tools and resources needed for success. |
| 4/00 – 3/04 | ***Sapporo Gakuin University / Hokusei Gakuin University*** – Sapporo, Japan |
| English Instructor | Taught Debate, Discourse and Discussion; Basic Reading Skills; Content Area Reading; Paragraph Writing; Essay Writing; Word Processing and Computer Skills; and Paragraph Writing to Japanese university students. Responsible for curriculum design, grading, record keeping, and cooperative consultation with students and faculty. |
|  | Served on a team of faculty members responsible for grading essay portions of entrance examinations for incoming freshmen. Proofread, edited and re-wrote articles for English language journals written by physicians in the university hospital and the faculty of the Engineering College, on highly technical topics ranging from suspension bridge construction to speech pathology. Contributing author for English language textbook. Served as editor of bi-monthly Journal for an organization of more than 600 women from around the world. |

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| **EDUCATION AND TRAINING** | |
| Master of Music – Vocal Performance | University of Utah |
| Bachelor of Music Education – Teacher Certification K-12 | University of Idaho |
| **PROFESSIONAL DEVELOPMENT** | |
| Effective Grant Writing | Portland Community College |
| Master Coach Certification | InsideTrack |
| * Honoring and Developing Diversity * Giving/Receiving Constructive Feedback * Active Listening * Executive Coaching * Effective Communication and Conflict Resolution * Non-Violent Communication Techniques | |
| National Career Readiness Certificate | |
| * Reading – Platinum * Mathematics – Platinum * Locating Information - Gold | |