**M**alcolm **J. S**trand

503.930.5237

mjstrand@gmail.com

**OBJECTIVE**

Seeking a career with an established company utilizing my strong customer service, organizational and PC skills.

**EXPERIENCE**

**06/2010 to 05/2011**

ACTIVITES/SOCIAL SERVICES

**Sunnyside Care Center** - Salem Oregon

* Administrative support tasks as assigned.
* Strong organizational skills including ability to work independently and as part of a team, manage multiple assignments, and meet project deadlines.
* Assisted marketing department on fund raising activities and designed new brochures for the facility.
* Coordinated daily activities for residents and prepared life history reports on new admit.
* Used leadership and problem solving techniques to assist residents in various situations.
* Work with a highly diversified cliental from different cultural and class backgrounds.
* Conducted work from supervisors through oral and written communication.

**10/2006 to 05/2010**

LEAD/SUPERVISOR

**Marion County Facility‘s Office** - Salem, Oregon

* Supervised 12 employees for 3 years.
* Conducted interviews; trained new employees and reviewed background checks.
* Fulfilled monthly employee evaluations and inspections.
* Consistently meet production standards in quality and quantity.
* Fulfilled monthly facilities stock orders, gathered pricing and cost for office supplies.
* Multi-tasked while dealing with constant change’s of work priorities due to deadline changes.
* Implemented customer service leadership and team building skills daily.

**8/1996 to 10/2006**

LEAD OFFICE/SUPERVISOR

**Culbertson’s Fire and Flood Restoration** - Salem, Oregon

* Supervised 10 employees for 9 years.
* Opened and closed our main office daily.
* Operated multi-line phone system, cash register and credit card reader.
* Provided exceptional customer service in person and on the phone.
* Worked in a team environment.
* Supervised several large jobs working with different and diverse crews.
* Worked with insurance adjuster on customer claims and validate losses.
* Billed for insurance and customers accounts.
* Met and exceeded sales goals.

**COMPUTER SOFTWARE**

* Microsoft Word 2010, Outlook 2007, Excel 2010, PowerPoint 2010, One Note 2010, Access 2007, AutoCAD and Adobe Photoshop Element 9.
* Web page development and marketing. Certification: Physical Therapy Aide, CPR/AED.