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| Josiane Owens | 4408 SE Ivon Ave #1, Portland, OR 97206 | 206.618.0878 | JosianeOwens@gmail.com |

**EXPERIENCE**

# **Administrative Assistant** | Starbucks Coffee Company | *Seattle, WA* June 2010 – Present

* Maintain the IT Executive’s calendar; prioritize, schedule and coordinate all events
* Prepare meeting agendas, business travel itineraries, off-sites and department activities
* On-board new team members by assembling immersion plans, facilitating space planning and coordinating all necessary tools and technology set-up
* Professionally communicate internal and external matters as representative for the IT Executive
* Respond quickly and accurately as the lead contact for all department inquiries

# **Recruiting Coordinator** | Starbucks Coffee Company | *Seattle, WA* August 2004 – June 2010

* Coordinated candidate search process from start to finish by scheduling interviews and screenings and communicating with recruiters, hiring managers and panelists
* Responded as main point-of-contact for candidates throughout their interview process, including; introductions, scheduling, and making travel arrangements
* Constructed official documents such as offer letters, partner offers, promotions, transfers and non-compete forms

# **Benefits Representative and Coordinator** | Starbucks Coffee Company | *Seattle, WA* April 2003 – August 2004

* Advised partners on policies such as leave-of-absence, educating them on how their benefits would be affected
* Processed and organized all mail for Total Pay Department
* Documented and published Team Meeting Minutes

**Loan Assistant** | Washington Mutual | *Seattle, WA* September 2002 – April 2003

* Reviewed incoming loan files for over thirty Washington Mutual Bank branches
* Input and maintained internal data regarding borrowers and their property
* Regularly updated complex internal spreadsheets that track the process of all loans

**Customer Service Representative** | Better Business Bureau | *Colorado Springs, CO* January 2000 – August 2002

* Answered all consumer complaints filed against non-member companies through the Better Business Bureau
* Edited grant proposals, media alerts and the Better Business Bureau quarterly magazine

**Human Resources Administrative Assistant** | Shepherd Miller Inc. | *Fort Collins, CO* September 1998 - December 1999

* Managed all health insurance paperwork for over 80 employees
* Prepared original reports for clients, including government agencies and mining companies
* Greet guests in reception, screened calls and answered company inquiries

**SOFTWARE EXPERTISE**

Macintosh and PC Experience:

Microsoft Word, Microsoft Works, Lotus, Access, Excel, Internet, Intranet

**EDUCATION**

**Master of Arts,** New York University, *Creative Writing and Literature*, 1997

**Bachelor of Arts,** New Mexico Highlands University, *English Major, History Minor*, 1994