**KAREN M. LEE**

9805 NW 27th Ave,

Vancouver, WA 98665-6110

360-921-5961

karlee15@live.com

**HIGHLIGHTS OF QUALIFICATION**

Excellent customer service skills with the ability to work in a flexible work environment-Team focused with an ability to work independently to serve customers both directly and indirectly-Strong professional presence with a positive motivated attitude.

**PROFESSIONAL WORK EXPERIENCE**

**Party Lite**

***Independent Consultant/Direct*** ***Sales***

Vancouver, WA *(12/09-10/10)*

* Established and implemented, goals, objectives, conferring with board members, organization leaders as necessary and regularly reviewed financial statements, sales and activity reports, and other personal performance data to measure productivity and goal achievement.
* Contacted and met new customers thru making phone calls, written letters and in person, providing excellent customer service, preparing the clients to hold successful parties and getting them excited to receive free product.
* Welcome customers and assessed what each customer wanted or needed, suggesting specific product and also using up selling techniques.
* Practiced demonstrations to ensure the presentations would run smoothly.
* Placed special orders or called fellow consultants to find desired items.
* Responsible for all transactions and refunding of products.

**United States Postal Service**

***Rural Carrier Associate***

Vancouver, WA *(03/04-09/10)*

* Sorted and delivered mail to residences and business establishments along specified routes by using a combination of carts, dollies and small trucks within a specific amount of time.
* Responsible for helping to case and deliver unoccupied route(s) with specific coworkers in addition to individually working previously assigned route when applicable.
* Provided outstanding customer service to the general public by securing all mail, maintaining accuracy, and leaving notices for residence as needed.
* Obtained signed receipts for registered, certified, and insured mail; collect associated charges or arrange for recipients to make payments; and completed any necessary paperwork while on route.
* Kept in frequent contact with home office and coworkers while out on route(s) to maintain strong communication throughout the day additional tasks and or problems would arise.

**U.S. Bank**

***Quality Assurance Support***

*Kelly Services*, Vancouver, WA *(11/03 - 02/04)*

* Performed quality assurance checks on bank payments and stuffed month-end statements.
* Investigated and troubleshot discrepancies and other inquiries as directed and reported these to my direct supervisor.

**Providence Medical Center**

***Histology Technician***

Portland, OR (06/95-05/02)

* Performed general administrative activities to include, data entry, faxing, filing, charting and medical terminology.
* Practiced strong phone, communication with staff and customer service skills.
* Operated and maintained laboratory equipment specific to histology such as microscopes, microtome’s, tissue processors, embedding centers, tissue strainers and water baths.
* Responsible for the operation and preparation of medical specimens to slide form in order for Pathologists to identify tissue structures or cell components to be used in the diagnosis, prevention, or treatment of diseases attaining high accuracy and quality outcome.
* All work accomplished individually with minimal supervision, yet in a team oriented and fast paced environment to meet deadlines.
* Investigated and troubleshot discrepancies and other inquiries as they would arise.
* Responsible for other tasks such as re-writing procedures, keeping inventory on stains and chemicals, by following OSHA protocol.

COMMUNITY VOLUNTEERISM

**Clothe the Heart**, ***Secretary***

*Volunteer*, Vancouver, WA *(2011-2013)*

• Set up and maintained documents, such as attendance records or other material.  
• Took minutes at meetings, typed, formatted, proofread, edited correspondence and  
 other documents, using Microsoft word.  
• Used phone, email, and copy machine.   
• Positive and professional team member.  
• Maintained and protected highly confidential information.

**EDUCATION/TRAINING**

Clark College, General Studies, Vancouver, WA (2013-Present)

NNRI Consulting Inc., Professional Development Training, Vancouver, WA (2013)

Clark College, General Studies, Vancouver, WA (1996 N.D.)

Shoreline Community College, Associates of Applied Science Histology, Shoreline, WA (1983)