***Michael D Cook***

***2529 W Cactus RD #2152***

***Phoenix, AZ 85029***

***702-696-8997***

[***Mdcook22@yahoo.com***](mailto:Mdcook22@yahoo.com)

***EXPERIENCE*:**

**05/03/2013-Present Aerotek (Best Western) Customer Reservations Agent**

* **Take in-bound calls and make reservations**
* **Promote Company Rewards**

**08/2012-03/01/2013**

**Administrative Assistant- State of Nevada, Las Vegas Nevada**

* Process applications for federal services
* Determine eligibility and figure totals for benefits
* Provide resources for clients in need

**7/2011-04/2012**

**Retail Supervisor- Marshall Retail Group (Planet Hollywood) Las Vegas, Nevada**

* Supervise 10+ employees
* Maintain accounting and HR records of 6 stores
* Helped in the incorporation and development of New employee training program
* Restructured position duties and responsibilities

**10/2008 -06/2011**

**Lead Food Service*-*** **Salem Hospital, Salem Oregon**

* Cashier and prepared food for employees and guests
* Helped with Dietician’s food orders & After care Instructions
* Helped in coordinating employee functions and health fairs
* Accounts Receivable and Budgets for six venues

**5/2004 - 6/2008**

**Interim Store Manager**- **Wal-Mart Stores Inc. Salem, Oregon/ Las Vegas Nevada**

* Department Manager of electronics and photo department
* I Reduced loses 88% with implementation of sales floor plan and proper training of staff
* Promoted to Accounting / Front End Manager
* Interim Store Manager for multiple locations
* Administration office clerk and Human Resources generalist

***EDUCATION*:**

***11/1/2012-*Present**- Western Governors University-Salt lake City, Utah

Business Finance -ongoing

**07/2007- 12/2008-** Las Vegas College- Henderson, Nevada

* Business Administration Credits received

**09/1999-12/2002-** John F Kennedy High- Mount Angel, Oregon

* High School Diploma

***SKILLS & LICENSES:***

* Detail oriented Manager and trainer
* Computer-literate with extensive software proficiency covering wide variety of applications.
* Property Management /Real Estate Experience
* High volume payroll/ cash handling and invoicing
* Effectively communicate and build repo ire with guests and fellow employees