Objective

Community Manager allowing for demonstrated organization, customer service, communication, and project management skills proven by 16 years of successful employment as well as 4 years of successful self-employment.

Profile

Motivated, personable business professional with knowledge in multiple office systems. Talent for quickly mastering technology. Diplomatic and tactful with professionals and non-professionals at all levels. Accustomed to handling sensitive, confidential records. Demonstrated history of producing accurate, timely reports meeting and exceeding deadlines.

Flexible and versatile – able to maintain a sense of humor under pressure. Poised and competent with demonstrated ability to easily transcend cultural differences. Thrive in deadline-driven environments. Excellent team-building skills.

Skills Summary

|  |  |  |
| --- | --- | --- |
| * Project Management * Report Preparation * Written Correspondence * General Office Skills | * Computer Proficient * Customer Service * Scheduling * Marketing & Sales | * Team Leader * Accounting/Bookkeeping * Front-Office Operations * 65-70 WPM |

Professional Experience

## Communication: Reports/Presentations/TECHNOLOGY

* Transcribed dermatology/ oncology and acute care notes for prominent oncology facility.
* Rapidly learn and master varied computer programs
* Customer Service/Marketing/Problem Solving
* Oversee front-office operations and provide impeccable customer service:
* Develop and implement strategic marketing plan for business.
* Manage all aspects of day-to-day office operations.
  + Apartment leasing/maintenance work orders.
  + Prospect and current tenant scheduling for busy office.
  + Finances: Strong accounts payable/receivable, invoicing, and billing skills.
  + Time management: Ability to work without supervision.
  + Compliance with Tax Credit requirements as well as HUD requirements.

Employment History

Arbour valley management – Birmingham, AL  
Manager/Leasing Specialist, 2009 to present

Farris transcription. – Birmingham, AL  
Owner/Operator/Transcriptionist, 2006 to 2010

KELLY transcription. – Oneonta, AL  
Transcriptionist, 2006 to 2008

US BLOCK WINDOWS. – Pensacola, FL  
Account Executive 2004 to 2006

TELETECH. – Pensacola, FL/Birmingham, AL/Work at Home  
Customer Service and IT Support, 2003 to 2008

CINGULAR WIRELESS. –Birmingham, AL  
Account Executive and Customer Service 2001 to 2003

cec eNTERTAINMENT INC.–Birmingham, AL  
Cashier, Hostess and Customer Service 1996 to 2001

Education

LIBERTY UNIVERSITY-Lynchburg, Virginia 2012-present

Bachelor of Psychology /Minor in Crisis Counseling

References Available Upon Request.