

Shawna D. Adams

Profile

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10 years of experience in management, marketing, customer care, sales, accounting

Key strengths include:

- Microsoft Office - word, excel, PowerPoint, Outlook
- Management and supervision of employees
- Excellent leadership, team management, relationship building, and interpersonal skills,
- Experienced in navigating multiple software systems at

Professional Experience

Behavior Care Technician, Catholic Community Services 2014

Observing behavior and creating daily tasks to support, maintain and improve life quality of individuals. Introduce new skills that effectively contribute to the community.

Care Technician, Home Comfort Care 2014

Provided private in home care for individuals in need of maintaining daily activity, routine, and meds. Maintained a daily balance of life and relief for the family.

Fraud Specialist, American Express SLC Ut, Feb 2011-2013

Monitored screening system for potential fraudulent activity. Conducted extensive research and verified information discovered during research. Made informed decisions based off of facts. Resolved complex issues.

B2B Marketing & Management, Winder Farms, Orem UT - Sept. 2010

Business to business marketing corporate accounts for individual and company benefits. Creating a marketing strategy for a newly developed program to maximizing sales and create new long term customers.

Administrator & Sales Associate, Enterprise Rent-A-Car, SLC UT - Jan. 2007 to May 2010

Assist customers with rental car reservations, resolve conflicts, and settle complaints. Manage a team of employees in setting and meeting quarterly sales goals, and marketing. Create and maintain operating documents and procedures. Named peak sales performer in 2009. Managed car sales and remarketing accounts, accounts payable, accounts receivable, legal documents for registration and sales of vehicles to dealers. Managed title work for verification of proper work completion.

Head Server, Cactus Reds, Ogden UT - June to Sept. 2006

Managed serving teams and trained new hires. Lead teams in reaching sales quotas.

Sales Associate, Schubach Jewelers, Ogden UT - Feb. 2005 to Dec. 2006

Assisted customers with fine jewelry purchases. Set and executed growth goals, managed daily accounting and bookkeeping.

Dillard/Clinique Cosmetics, UT - June 2001 to Jan. 2005

Assisted customers with retail purchases including specialty cosmetics. Set sales goals and managed company marketing campaigns, store displays, and promotions. Frequent top sales performer and employee of the month.

Certified Nursing Assistant, Home Health Care Services, Ogden UT - 1998 to 2001

Assisted nurses with vital daily care for in-home patients. Filed reports and maintained paperwork.

Education and Training

- Salt Lake Community College, SLC UT - 2009 to present
Business management
- Weber State University, Ogden UT - 2006
General Coursework
- Nursing assistant certification
- Home health aid certification
- Enterprise management training program graduate

Skills

- Microsoft Office - Word, Excel, PowerPoint, Outlook
- Utah Notary