



# ALLISON MACKEY

## EXECUTIVE SUMMARY

I am a passionate and dedicated worker who is eager to learn. I am very loyal to my employers and I take pride in the success of the company that I represent.

## SKILLS

- Customer Service Expert
- Outstanding Time Management
- Thrives in High Pace Work Environment
- Wonderful Team Player
- Detail Oriented
- Compassionate & Personable
- Proficient with Microsoft, Adobe and Google Suite.
- Excellent Communicator
- Other Software Experience: WordPress, Concur, Chargebee, Stripe, Quick Books, Quicken, and Great Plains
- 70+ WPM
- Self Starter and Problem Solver
- Outstanding Mathematical Skills

## LICENSES & EDUCATION

Oregon Food Handlers Card

Expires 1/31/2023

OLCC Permit

Expires 2/31/2025

CLARK COLLEGE | 2012 - 2015

AA in Business Administration

HUDSON'S BAY HIGH SCHOOL

Class of 2011

## CONTACT INFORMATION

Ph. (360)901-1790

E. AllisonMarieMackey@gmail.com

8619 N Wayland Ave. Portland, OR 97203

## CAREER SUMMARY

Meriwethers Resturant & Farm

HOSTESS | BUSSESSER | EXPO | SERVER | MAY 2012 - MAY 2015

- Provided excellent customer service to patrons on during brunch, lunch and dinner service
- Coordinated with FOH & BOH to ensure smooth service flow
- Kept work areas clean, organized and functional.
- Completed all side work and open/closed restaurant
- Kept calm and professional demeanor during high service volumes.
- Helped to increase sales by offering appetizers, daily specials, drink pairings and constantly being available to customers
- Ensured customers went home feeling they had a memorable dining experience with our restuarant.

Mackey Guardianship Services, LLC.

EXECUTIVE ASSISTANT | JUNE 2015 - SEPTEMBER 2018

- Provided support to Guardian to ensure smooth business operation by preparing documents, time billing, and screening phone calls.
- Reconciled, prepared reports, kept track of AP/AR & general ledger for all client accounts and business accounts.
- Implemented filing systems & converted documents to PDF to keep client and business document's organized.
- Prepared annual & triennial reports to comply with DSHS, SSA and Washington State Court systems requirements.

Lia Griffith Media, LLC.

MEMBERSHIP EXPERIANCE MANAGER | SEPTEMBER 2018 - CURRENT

- Communicated with subscription based members and non-members on a daily basis to ensure excellent customer satisfaction
- Scheduled content across social media platforms such as Facebook, Instagram, Pinterest and Twitter for optimal growth of followers
- Utilized Google Analytics and Social Media analytics/insights to track user data and form best practices around content scheduling
- Executed marketing plan and worked directly with Marketing Director to build membership based subscriptions
- Utilized ChargeBee and Stripe software to track membership growth, issue refunds, and dispute claims for monies