

MARISSA TOBIN

ADMINISTRATOR

PERSONAL PROFILE

I am a committed and motivated individual with excellent customer service and decision making skills. I have a strong work ethic and am proficient at learning new processes and procedures quickly.

PREVIOUS EDUCATION

The College of Saint Scholastica
Duluth, Minnesota, USA
Bachelor of Arts in Social Science

Coon Rapids Senior High School
Coon Rapids, Minnesota, USA
Graduated Class of 2013

CONTACT INFORMATION

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EMPLOYMENT HISTORY

Project Manager

Stepping Stone Emergency Housing (2020-2021)

- Selected to lead the implementation of an off-site homeless shelter to intake and assist more clients through the COVID-19 pandemic
- Assisted in managing a caseload of 35 diverse clientele experiencing homelessness; including assistance housing and treatment plans
- Tracked, reviewed and revised project components to ensure they met project objectives

Intake Advocate, Casual & Full-Time

Stepping Stone Emergency Housing (2016-2020)

- Organised and conducted intakes with all new clients
- Conduct initial assessments of clients and uploaded into statewide database for external service providers
- Provided emotional support and guidance through active listening and empathy for those experiencing homelessness

Lead Event Sales Administrator

Topgolf (2017-2019)

- Managed schedules, organised office functions, and oversaw daily operations of 5 administrative staff
- Trained & on-boarded new employees, providing initial support
- Prepared Event Orders for venue and staff for events ranging from 12-650 people
- Reconciled accounts for all events in venue

Office Assistant

The College of St. Scholastica (2013-2016)

- Welcome all individuals, answer and screen phone calls, and distribute mail daily
- Maintain office organisation and ensure all supplies were properly stocked
- Ensure all student information was updated appropriately and remained confidential

SKILLS AND ABILITIES

- Microsoft Office Programs
- Administrative Support
- Data assessment
- Client Relations
- Great communication skills
- Adaptability
- Problem Solving