

ASSISTANT MANAGER

Summary

Business professional trained in both large corporate and small for-profit & non-profit settings. Maintains clear lines of communication between staff, employees and management.

Highlights

- Microsoft Office 2010 (Word, Excel, Outlook), Open Office, QuickBooks Pro 2008, WordPress, Blogger, Store Manager, X-cart, FTP software, AutoCAD, online browsers, Twitter, Facebook, Pinterest, various marketing software programs.
- Assessing market needs, generating keyword lists, designing and building websites. MS Office Word, Access, Excel, Outlook, Paint Shop Pro, QuickBooks, Quicken, and HTML editing. AutoCAD
- Wordpress & Blogger
- Store Manager for Magento & X-cart
- X-Cart & Magento Online Store Software
- FTP software
- Microsoft Office Suite: Word, Excel, Outlook, Access
- Google Products: Docs, Sheets, Gmail, Maps, Calendar
- Open Office
- Quickbooks
- Quicken
- Paint.net & Paint Shop Pro
- Kronos & eVerify
- HTML editing
- CSS editing
- Social Media: Pinterest, Facebook, Twitter, Instagram

Accomplishments

accomplishments

Experience

Assistant Manager 01/2014 to 11/2016 Lumacorp Cypress , TX

- Writing articles, blog posts or social media blasts ads based on website criteria.
- Devise and participate in active marketing plan for each new website built.
- Negotiate with advertisers for advertising space, commission level increases and ad placement for pay per click programs.
- Supervisor: Ronnie Moyer End Date: 11/2014 Phone Number: 360-450-7047 Permission to Contact Supervisor: Yes assistant manager Award Winning Assistant Manager Team for every Assistant Manager contest in 2014 Demonstrated leadership and managerial skills necessary to: 1) achieve a positive atmosphere and lifestyle for the Facility's residents; 2) ensure a productive, safe, and professional work environment for all Facility staff members; 3) inspired and fostered a collaborative management team that understands and promotes its shared authority, responsibilities, and duties; 4) promoted a positive community image that will ensure one hundred percent (100%) occupancy; and 5) operated a fiscally sound and efficient organization that produces adequate profitability.
- Directly responsible for full time housekeeping staff ensuring all 118 resident apartments were cleaned each week, new linens and towels provided, ordered supplies and provided physical support when needed.
- Designed program and managed housekeeping staff to maintain all common areas of 113,000 square foot building to guarantee all public restrooms were cleaned and stocked each day, daily cleaning of elevators and entry areas as well as weekly and monthly cleaning schedules to maintain gym, chapel, computer room, library, TV room, billiards room, card room, 30 person movie theater, activity center, resident gourmet kitchen, private dining room, public dining room with 150 person capacity, lobby, atrium, 4 emergency stairwells and all common hallways.
- Developed and implement techniques and resources designed to attain and maintain 100% occupancy through effective community relations, special events, direct-inquiry calls, Facility tours, etc.
- Devoted time each week for community outreach, follow up on direct inquiries, and conducted tours to prospective residents.
- Assessed resident satisfaction through continued personal interactions.
- Identified areas of concern regarding residents' wellbeing and suitability to reside in the Facility.
- Responded to emergency calls from residents.
- Responded to resident complaints regarding any issue to assure residents are receiving services that meet the company's standards.
- Developed and maintained staff that provided quality service and ensured resident satisfaction.
- This included direct responsibility for hiring, conducting background checks, checking references, using eVerify through Department of Homeland Security, training, supervision, scheduling of hours, breaks, and meal periods, performance management, discipline, and discharge; directly responsible for all payroll using Kronos computer system.
- Ensure that day-to-day building and ground maintenance issues are adequately addressed and resolved, either by maintenance staff, contractors, or Home Office Maintenance Department staff.
- Provide effective and timely resolutions to problems occurring in the Facility, using available resources and following company guidelines.
- Assist with all programs and requirements necessary to make the Facility profitable and successful.
- Attend conferences, training sessions, and managerial meetings as required.
- Delegate responsibilities that are appropriate to other staff members in order to meet the needs of the Facility.

- Invisible Fence Location: 2150 N.
- Trail Creek Ln.
- Eagle Idaho 83616 Start Date: 05/2006 Supervisor: Owner/Self Employed End Date: 02/2006 Phone Number: 208-938-8333 Permission to Contact Supervisor: Yes Business Owner & Manager / Sales & Marketing Increased overall business 80% through a referral system and outstanding customer service.
- Grew the business annually by 40% based on advertising and marketing to increase brand awareness.
- Marketing and Sales with an annual sales closure rate of 62.5% (with an industry standard of 55-62.5%), market company via the Internet, Veterinarian and Customer Referral Program, home and trade show exhibits, monthly press releases, and customer mailings.
- Successfully promoted the product and service by employing strong verbal communications skills.
- Spoke with clients on a daily basis.
- Worked with homeowners and private organizations to implement an effective pet safety solution.
- Conducted extensive client training and education to assist them in utilizing the Invisible Fence® Brand Pet Containment system.
- Designed and effectuated the Invisible Fence® Brand system, including handling diagnostics and computer equipment servicing.
- Wrote company policy and procedure manuals as well as managed paperwork, contracts and filing system as well as weekly and monthly reports.
- Performed detailed financial and administrative responsibilities, such as daily scheduling, customer invoicing and collections, accounts payable, payroll, Profit & Loss statements, business projections, ordering and inventory.
- Manage Microsoft Access based customer database of 1,000+ customers: handled daily concerns, scheduled appointments, and maintained monthly mailing of product support.
- Maintained office supplies, marketing materials, and day-to-day tasks.
- Obtained professional certifications relevant to the field, such as pet training, customer service and sales.

EVENTS COORDINATOR / OFFICE MANAGER / WEB PAGE DESIGNER Compass Group Usa Inc

- Positions held: events coordinator, office manager, database operator, web master, community relations expert, and customer service representative for a mid-sized fast paced Chamber of Commerce.
- Successfully organized 200-250 profitable events per year ranging in size from a small breakfast meeting for 10-15 business professionals to a concert series for 30,000+ attendees.
- Yearly events included: awards banquet for 150 attendees; black-tie dinner dance/gala for 350-400 with a budget of \$60,000; two golf tournaments with proceeds in excess of \$15,000; business trade show, open to 90,000 people; sixteen (16) week outdoor summer concert series with between 3,000 and 5,000 attendees per concert and profits close to \$75,000 per summer; 5K Race which increased its profits in one year 2,000%; monthly networking mixers for business professionals and monthly leadership breakfasts for business leaders in our area.
- Tasks included: seeking sponsorships, seeking discounts or trades for needed services, advertising and marketing, organizing the details for the actual event itself, working with volunteers and committees, maintaining attendance and RSVP databases, and day of management of each event.
- Responsible for maintaining a high level of professionalism, dedication, detail mindedness, organization, discretion, cheerfulness, friendliness, hard work with long hours, familiarity and comfort to members while providing an exceptional level of perfectionism.
- Initial Redesign, updated and managed 400+ document web site.
- Launched and managed service for every member to receive their own web page.
- Project consisted of data entry, HTML editing and web page advertising.
- Managed office of 6, purchased office equipment and products, and provided daily upkeep of storage and general office facilities.
- Prepared and managed production of promotional materials for membership recruits, monthly bulk mailings and new member packages.
- Managed 750 member database and provided database research and support for various member and staff requests.
- Assisted members with marketing needs, answered the individual (unusual at times) calls of service for members or simply listened to someone who is having trouble with a business.
- Assisted executive director/President in monthly correspondence with speakers, event sponsors, volunteers and members; assisted finance manager with yearly membership renewals.
- Worked with various types of committees from finance, membership, special events and fundraisers to marketing, board of directors and government relations.
- Assisted new comers to the area and found needed services for community members.

HERNDON DULLES CHAMBER OF COMMERCE Kenner , LA

- Start Date: 09/1996.
- Supervisor: Eileen Curtis End Date: 05/2002.
- Phone Number: 703-437-5556.
- Permission to Contact Supervisor: Yes.

Supervisor 02/1993 WWW.MYINTERIORDECORATOR.COM City , STATE

- Rhonda Morin Phone Number: 828-738-6364 Permission to Contact Supervisor: Yes Owner / Interior Designer / Website Designer / Internet Marketing Establish business by finding a need in the market, designing business plans and goals, organizing service fees and structures, developing an active marketing plan, and generating all sales.
- Responsible for researching and building a design library, writing contracts, accounting and tax preparation, placing orders, and maintaining vendor control.

- Assist clients with design conception, space planning, selecting finishes and furniture, and managing project installations.
- Author of The Decorating Bible, a 100 page ebook and guide to decorating a home or office.
- Author of the Forward for The Complete Idiot's Guide to Decorating Basics.
- Daily duties include: customer relations, processing orders, updating clients on existing orders, updating online store with product inventory, marketing of websites via social marketing & online marketing resources, design of interiors via the internet, assisting customers with design questions or needs, adding new content, writing and sending press releases, recruiting new authors for new content to be added to the website, accounting & tax preparation.

Education

Associate of Applied Science Degree : Interior Design May 1990 Northern Virginia Community College City , State GPA: Magna Cum Laude. Interior Design Magna Cum Laude.

Bachelor of Science Degree : Interior Design August 1992 Colorado State University City , State Interior Design

Professional Affiliations

Invisible Fence® Brand Pet Containment Sales Training, 2005 & 2003 Boise Metro Chamber of Commerce Member, 2004. Meridian Chamber of Commerce Member, 2002-2004 Meridian Chamber of Commerce Golf Tournament Chairperson, 2003-2004 Meridian Chamber of Commerce President's Award, 2003 Customer Service Training for Invisible Fence® Brand Pet Containment, 2002 US Chamber Institute for Organization Management, San Diego 2001 Herndon Festival Committee Member, 1999-2002 Herndon Dulles Chamber of Commerce Dinner Dance Committee Co-Chairperson, 2001 YMCA Reston Gala Committee Member, 2000-2001 Herndon Chamber of Commerce Dinner Dance Committee Member, 1997-2000 Herndon Chamber of Commerce Friday Night Live! Committee Member, 1997-2001 Herndon Historical Society Member, 1997-1998 Herndon Chamber of Commerce Member, 1994-2002

Skills

.net, accounting, accounts payable, administrative, ad, ads, advertising, Assistant Manager, AutoCAD, browsers, budget, Business Owner, business plans, communications skills, community relations, conferences, content, contracts, CSS, client, clients, customer relations, customer service, data entry, databases, database, designing, editing, special events, fast, filing, finance, financial, FTP, general office, government, hiring, Home Office, HTML, image, Interior Designer, Internet Marketing, inventory, invoicing, Kronos, leadership, director, mailing, managerial, managing, marketing plan, marketing, market, marketing materials, Marketing and Sales, meetings, Access, Microsoft Access, Excel, Microsoft Office, Microsoft Office Suite, MS Office, Office, Outlook, Word, networking, office equipment, office manager, online marketing, organizing, page, Paint Shop Pro, Paint, payroll, performance management, press releases, Profit, promotional materials, quality, QuickBooks, QuickBooks Pro, Quicken, receiving, recruiting, researching, research, safety, Sales, scheduling, sound, space planning, Store Manager, Supervisor, supervision, tax preparation, Phone, TV, Website Designer, web site, website, websites, web page, web master, Author, articles, year 2