

# MEGAN R. WILEY

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## SUMMARY

I am a University of California, Davis graduate with a B.A. in Psychology and a B.S. in Human Development. I have experience in a wide variety of areas including team leadership, sales, crisis handling, recruiting, customer service, human resources, office management, and event planning.

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## EDUCATION

### UNIVERSITY OF CALIFORNIA, DAVIS – Davis, CA

Bachelor of Arts Psychology and Bachelor of Sciences Human Development

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## EXPERIENCE

### STRUCTURAL ESTIMATOR

#### Paul Davis Restoration – Rodeo, CA – September 2015 to March 2017

*Schedule and conduct appointments with insured home or business owners who have recently suffered water, wind, fire, or other structural loss at their property*

##### Responsibilities

- Apply a high level of attention to detail and exactitude with measurements and calculations
- Utilize Xactimate 27.5 or 28 software to package property estimates, which include a comprehensive 3D sketch, estimated line items, and verified claim information
- Coordinate with both property owner and insurance adjuster to facilitate a concerted scope; make supplements or change orders as necessary
- Employ proven sales techniques to a sale subsequent to estimate approval
- Draft contracts, manage PMs assigned to sold jobs, track payments, and collect final checks

##### Accomplishments

- Obtained Xactimate 28 Level 1 and Level 2 certifications in only two months
- Instructed myself to become a Certified Xactimate Trainer on own time

### SENIOR OPERATIONS MANAGER

#### Go-Staff, Inc. – Anaheim, CA – February 2015 to August 2015

*Coordinate and supervise branch staff, establish budgets, and monitor expenses to ensure the proper development of the Anaheim branch*

##### Responsibilities

- Identify personnel needs within the branch
- Manage all internal staff's scheduling and productivity
- Provide logistic support to administrative staff
- Delegate responsibilities to other employees
- Maintain excellent client relations through attentive account management

##### Accomplishments

- Increased weekly revenue from \$0 to \$50,000 in four months
- Gained \$20,000 weekly in personal billing with minimal sales experience in three months
- Recruited, hired, and trained new branch employees for supervisory roles
- Created and developed training programs for all new employees

### RECRUITER

#### Go-Staff, Inc. – Oceanside, CA – August 2014 to February 2015

*Screen applicants, conduct interviews, and process all new hire paperwork including background and reference checks*

##### Responsibilities

- Review resumes and select qualified candidates through online resources and cold calling
- Dispatch employees to job sites
- Schedule employees for work, ensuring that all job orders are filled nightly
- Supervise temporary employees and instruct good work practices when necessary

##### Accomplishments

- Awarded Recruiter of the Month three months in a row
- Implemented new office procedures to improve efficiency
- Promoted and selected to open a new branch after only six months

## **MUSIC DIRECTOR**

### **The Spokes – Davis, CA – June 2013 to June 2014**

*Lead rehearsals, teach new material, and coach a cappella group of twelve women at UC Davis*

#### **Responsibilities**

- Arrange and compose music for performances
- Edit group's marketing materials for distribution through unique and creative outlets
- Serve as motivational figure and vocal role model
- Create and assign exercises designed to improve technique

#### **Accomplishments**

- Founded the A Cappella Council, the first organization of its kind to build unity among groups within the a cappella community
- Developed marketing strategies to sell out final performance at the renowned Mondavi Center with over 2,000 attendees

## **CUSTOMER SERVICE ASSOCIATE**

### **Yolo County SPCA Thrift Store – Davis, CA – June 2013 to September 2013**

*Organize donations, handle finances, and provide excellent customer service*

#### **Responsibilities**

- Maintain in-stock and presentable condition assigned areas
- Stock and refill register area inventory
- Adhere to the execution of established safety, security, store operations policies, procedures and practices

#### **Accomplishments**

- Promoted to online sales clerk after three weeks
- Independently operated satellite SPCA store after four weeks