

# Virginia Frazer

## Office Manager

Puyallup, WA 98375

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703-789-4522

Experienced Office Manager with a demonstrated history of working in the retail industry. Skilled in Operations Management, Coaching, Sales, Retail, and Pricing Strategy. Strong administrative professional.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### Office Manager

Meridian Glass Inc - Puyallup, WA

October 2014 to Present

- Supports company operations by maintaining office systems and supervising staff.
- Maintains office services by organizing office operations and procedures, controlling correspondence, designing filing systems, reviewing and approving supply requisitions, and assigning and monitoring clerical functions.
- Provides historical reference by defining procedures for retention, protection, retrieval, transfer, and disposal of records.
- Maintains office efficiency by planning and implementing office systems, layouts, and equipment procurement.
- Completes operational requirements by scheduling and assigning employees; following up on work results.
- Maintains office staff by recruiting, selecting, orienting, and training employees.
- Maintains office staff job results by coaching, counseling, and disciplining employees, and planning, monitoring, and appraising job results.
- Achieves financial objectives by preparing an annual budget, scheduling expenditures, analyzing variances, and initiating corrective actions.
- Contributes to team effort by accomplishing related results as needed.
- Keeping track of all payments and expenditures, including payroll, purchase orders, invoices, statements, etc.
- Reconciling processed work by verifying entries and comparing system reports to balances
- Maintaining historical records
- Paying employees by verifying expense reports and preparing pay checks
- Paying vendors by scheduling pay checks and ensuring payment is received for outstanding credit; generally responding to all vendor enquiries regarding finance
- Preparing analyses of accounts and producing monthly reports
- Continuing to improve the payment process

### Device Support Center Manager

AT&T / Flextronics RTS - Tukwila, WA

2012 to 2014

Responsible for the day to day operations while leading a team of five customer service technicians.

- Lead, develop and mentor employees to grow and advance within the organization.
- Perform daily payroll via the Kronos system for accurate corporate payroll.
- Maintain consistent successful customer service satisfaction scores and performance.
- Interview, hire and mentor new hire employees.
- Responsible for all daily, weekly and monthly reporting to insure compliance with company policy and client requirements.
- Complete ownership of store location which includes; proper opening and closing duties completed 100% to audit daily, inventory counts twice weekly, transferring of inventory in and out of location, inventory discrepancies, P&L management of store location.
- Annual audit preparation and follow through with high performance - Achieved 98%

### **Project Manager / Store Manager**

Aqua Rec Hearth and Home - Tacoma, WA

2006 to 2011

Confer with supervisory personnel, owners, contractors, or design professionals to discuss and resolve matters, such as work procedures, complaints, or construction problems.

- Plan, schedule, or coordinate construction project activities to meet deadlines.
- Prepare and submit budget estimates, progress reports, or cost tracking reports.
- Plan, organize, or direct activities concerned with the construction or maintenance of structures, facilities, or systems.
- Prepare contracts or negotiate revisions to contractual agreements with architects, consultants, clients, suppliers, or subcontractors.
- Develop or implement quality control programs.
- Scheduled and dispatched all services and deliveries as well as maintained the calendar for sales appointments.
- Responsible for the team to achieve all sales goals, individual and store
- All daily operations including; Inventory, stock levels, on time ordering, loss prevention and daily deposits.
- Helped implement e-commerce and social media marketing.

### **Store Manager / Sales Manager**

Marquis Casual Living - Portland, OR

2003 to 2006

Provide customer service by greeting and assisting customers, and responding to customer inquiries and complaints.

- Direct and supervise employees engaged in sales, inventory-taking, reconciling cash receipts, or in performing services for customers.
- Monitor sales activities to ensure that customers receive satisfactory service and quality goods.
- Inventory stock and reorder when inventory drops to a specified level.
- Instruct staff on how to handle difficult and complicated sales.
- Hire, train, and evaluate personnel in sales or marketing establishments, promoting or firing workers when appropriate.
- Assign employees to specific duties.
- Enforce safety, health, and security rules.
- Examine merchandise to ensure that it is correctly priced and displayed and that it functions as advertised.

- Plan budgets and authorize payments and merchandise returns.
- Met all stores financial and individual goals with an annual sales of over \$2.5 Million, while training, coaching and motivating sales staff.

2004 - Employee of the Year - Turned a low profit store from under producing to exceed all sales goals.

2003 - Jim Trine Pinnacle Award -Marquis Spas National Top Producers Award - Top 1% of all Salespeople Nationwide by exceeding my personal goal for 8 months and attaining \$938 Thousand in sales.

## **General Manager**

National Stoves and Spas - Medford, OR  
1997 to 2003

Direct and coordinate activities of businesses or departments concerned with the production, pricing, sales, or distribution of products.

- Review financial statements, sales and activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and program improvement.
- Manage staff, preparing work schedules and assigning specific duties.
- Direct and coordinate organization's financial and budget activities to fund operations, maximize investments, and increase efficiency.
- Establish and implement departmental policies, goals, objectives, and procedures, conferring with board members, organization officials, and staff members as necessary.
- Determine staffing requirements, and interview, hire and train new employees, or oversee those personnel processes.
- Plan and direct activities such as sales promotions, coordinating with other department heads as required.
- Determine goods and services to be sold, and set prices and credit terms, based on forecasts of customer demand.
- Locate, select, and procure merchandise for resale, representing management in purchase negotiations.

2002 - Marquis Spas Top Regional Sales Award - Over 2 Million in sales

## Education

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### **High school diploma**

## Skills

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- Scheduling (6 years)
- Billing (8 years)
- Quickbooks (10+ years)
- Accounts Payable (10+ years)
- Payroll (3 years)
- Workday

- Auto Service Management
- Office Management (7 years)
- Profit & Loss
- P&L Management
- German (10+ years)
- Kronos
- Sales Management (8 years)
- Microsoft Project
- Microsoft SharePoint
- Human Resources (5 years)
- Operations Management
- Team Management
- Recruiting (10+ years)
- Bookkeeping (8 years)
- Accounts Receivable (10+ years)

## Assessments

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### **Office Manager — Proficient**

May 2020

Scheduling and budgeting.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/8f368d85079bf93ecccacc19a960087feed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/8f368d85079bf93ecccacc19a960087feed53dc074545cb7)

### **Accounting Skills: Bookkeeping — Proficient**

May 2020

Calculating and determining the accuracy of financial data.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/d754eb3de30efa91e5e3bfdb2f60c1e6eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/d754eb3de30efa91e5e3bfdb2f60c1e6eed53dc074545cb7)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

## Additional Information

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### Summary of Skills

- Proficient in all Microsoft Office, MS Project, QuickBooks, Evosus, OPUS, Device Life Cycle, Service Manager, SharePoint, Kronos, Workday and Administrator and Internet research
- Management of Personnel Resources
- Easily adapt to situations and learn quickly.
- Highly organized with excellent attention to detail and prioritizing
- Excellent customer service based on a metrics system
- Fluent in German - Verbal, Written, Reading
- Time management, multitasking
- Active listening, monitoring
- Critical Thinker

- Proficient in Accounts Payable and Receivables
- Expertise in telephone, computer, 10 key, office equipment and wireless troubleshooting