

# Kelsey Noren

## **Professional administrator with strong management history**

Happy Valley, OR 97086

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503.545.5933

A professional administrator and logistical problem solver that takes initiative and has a strong record of using diplomatic communication to support management objectives and build functional teams.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Administrative Assistant**

Pinnacle Wealth Advisors - Clackamas, OR

March 2019 to Present

A boutique financial planning firm focused on customized investment strategies to grow individual wealth.

- Office & personnel administration - inventory management & executive planning
- Manage client accounts, cashflow, and onboarding
- Process accounts payable and all accounts receivable

### **ESL Teacher**

VIPKid - Remote

June 2017 to Present

Global education company providing language learning services to students in China.

- Teach one-on-one English lessons to children ages 4-17

### **Standardized Patient**

Oregon Health & Science University - Portland, OR

June 2016 to Present

Elite university training the next generation of medical professionals.

- Provide a standardized experienced for medical students to practice effectively communicating with their patients.

### **Customer Service Representative**

American Family Insurance - Clackamas, OR

June 2018 to February 2019

Locally owned franchise offering property and casualty insurance-agent closed business in February 2019.

- Directed agency operations independently from September 2018 - February 2019
- Strategized with clients to help find best fit packages and discounts for their unique needs
- Addressed client escalations to find best resolution for their concerns or clarify misunderstandings

### **Manager, Starbucks**

Target - Clackamas, OR  
October 2012 to July 2017

Licensed café operated within the Clackamas, OR Target location.

- Managed 8-15 employees - included interviewing, onboarding, training, and performance management
- Within one-month in position, improved our guest experience scores from 60% to 92%
- Designated trainer for all other managers within the district
- Obtained #1 (out of 80 stores) for sales and customer satisfaction and maintained for my time in position

### **Office Manager & Senior Casting Assistant**

Cast Iron Studios - Portland, OR  
March 2013 to November 2016

The northwest's leading casting agency connecting directors and producers with highly vetted acting talent.

- Coordinated the annual Oregon Actor Awards ceremony. Solicited & registered 20+ sponsors
- Ran commercial casting sessions in order to present recorded material to producers for review

### **Digital Content Intern / Personal Assistant**

Chaos Theory Music - Santa Monica, CA  
February 2012 to May 2012

Santa Monica-based Music Label providing music for client's digital media.

- 4-month Internship
- Created database of music
- Managed social media and marketing
- Provided career management support to CEO

### **Pet Care Assistant & Lab Technician**

Banfield Pet Hospital - Clackamas, OR  
July 2008 to January 2012

National veterinary clinic providing the best preventative health care for cats, dogs, and other furry friends.

- Performed lab tests on blood, tissue, and other body fluids
- Assisted vet techs and doctors with exams

## Education

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### **Bachelor's in Communications**

Biola University - La Mirada, CA  
August 2009 to May 2012

## Awards

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### **Epsilon Kappa Epsilon Honor Society**

May 2012

## **Graduated Summa Cum Laude**

May 2012

### **Additional Information**

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Technical Skills: Windows & MacOS; G Suite; Microsoft Office (Word, Excel, Outlook); Insightly (CRM solution)

Soft Skills: Leader; Clear Communicator; Team Oriented; Critical Thinker; Creative Problem Solver