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Experienced office manager with a focus on improving efficiency by embracing technology.

Links: [LinkedIn](#) • [Role-targeted résumés](#) • Format: [Web](#) • [PDF](#) • [Word](#)

Summary

Office manager with diverse experience spanning construction, flooring, and synthetic turf industries. Track record of leading system implementations, enhancing communication, and driving strategic change. Passionate about problem-solving, continuous improvement, and delivering results through reliable solutions. Seeking a role where I can leverage my skills to contribute to business growth and operational efficiency.

Key Skills

- Adaptable and versatile
- Tech-savvy problem-solving
- Customer focus
- Bias for taking the initiative
- Resilience and learning from failure
- Relationship building

Work Experience

[RCD Construction](#) — Greeley, CO

RCD Construction is a Colorado-based earthwork and utility contractor specializing in excavation, site grading, underground utilities, and general contracting services.

Accounts Payable (November 2024–Present)

- Statement reconciliation, paying vendors.
- Monthly cost reporting (e.g., expenses, tolls, company credit cards).
- Drafted and received lien waivers from every subcontractor on each project.
- Discouraged from innovating or performing work outside of my defined responsibilities.

Administrative Assistant (August 2024–November 2024)

- Worked with the mechanic staff to keep track of vehicle maintenance (using [Upkeep](#)).
- Applied branding decals to vehicles.
- General *assisting* responsibilities.

[Mountain West](#) — Fort Collins, CO

Mountain West is a Colorado-based company specializing in commercial and residential construction, excavation, and maintenance services with a commitment to sustainable and eco-friendly practices.

Business Operations Manager (January 2024–June 2024)

- Selected and adopted a CRM system, managed setup and onboarding, and performed staff training.
- Documented systems and procedures, providing clarity and reducing confusion.
- Coordinated between the city and our customers for dust control and snow removal matters.
- Produced a standardized safety manual, modeled after safety manuals from more experienced companies.

[Graff's Turf](#) — Fort Morgan, CO

Graff's Turf is a Colorado-based company specializing in high-quality sod, seed, and artificial turf solutions for residential, commercial, and athletic applications.

Office Operations and Leadership (March 2022–January 2023)

- Rebooted the interview process with a higher focus on identifying candidates which *think like an owner*.
- Documenting our company processes and procedures allowed us to cross-train the team, and speed-up new hire onboarding.
- Adopted [Google Workspace](#), allowing sales reps and other off-site workers to share information without being tied to a desk.
- Oversaw a CRM adoption with better system integration, reducing manual work, and increasing efficiency.
- Developed the prototype for maintenance plans, which became an integral upsell as a way to drive additional revenue.

Bark King Blower Truck Service — Woodinville, WA

Bark King is a company specializing in blower truck installation of bark, mulch, compost, and playground chips, serving Seattle's greater eastside with efficient and high-quality landscape solutions.

Office Manager (January 2019—April 2021)

- Initiated the adoption of [Google Docs](#) and shared calendars, improving office efficiency and reducing errors.
- Adopted web-based invoicing, enabling customers to pay faster and easier. Reduced paper waste and postage costs.
- Implemented a CRM, simplifying customer management and speeding-up responses to customer questions.
- Migrated from hand-written orders to computer-based entry, reducing work quantity and improving work quality.
- Negotiated prices with vendors, resulting in cost-savings.

Older roles, side projects

See "[Previous experience, side projects](#)" for additional details.

- Jessika Parman Design Studio — Owner (2016–Present)
- Red Moon Resale — Owner (May 2021–March 2022)
- [Thermo Tech Coatings](#) — Office Manager (November 2018–January 2019)
- [Synthetic Turf Northwest](#) — Office Manager (February 2017–November 2018)
- [A Better Handyman](#) — Office Manager (December 2016–February 2017)
- [Contract Furnishings Mart](#) — Office Manager (November 2016–December 2016)
- Blazing Gypsy Boutique — Owner (July 2016–January 2019)
- [Floor Connection](#) — Warehouse Manager, Project Manager, Office Manager (April 2012–July 2016)

Skills

This list is not exhaustive, but these are software and skills I leveraged in the roles above.

- **Construction Areas:** bark/rock blowing, civil construction, flooring, general construction, snow removal, soil, synthetic turf.
- **Software:** [Canva](#), [Copper CRM](#), [Dropbox](#), [Google Docs](#), [Google Drive](#), [Google Workspace](#), [Jobber](#), [Joist](#), [Lightroom](#), [LumaFusion](#), [Method CRM](#), [Microsoft Office](#), [Procreate](#), [QuickBooks](#), [Turf Logistics](#), [Windows](#), [YouTube Studio](#).
- **General skills:** collaboration, compliance and safety standards, confidentiality, customer service, decision-making, efficiency, hiring and onboarding, hybrid work environments, integrity, inventory management, multitasking, organization, performing under pressure, prioritization, problem-solving, process streamlining, professionalism, relationship management, strategic thinking, technical proficiency, time management, vendor management, written and verbal communication.
- **Account management skills:** accounts payable, accounts receivable, reconciliation, record keeping.

Education

[Heald College](#), Fresno, CA. *Criminal Justice* major, no degree.