

EDUCATION

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| University of Washington | Tacoma, WA | 09/13 - 08/14 |
| Currently completing Bachelor of Communications, Tau Sigma Honor Society, Quaterly Dean's List (4.0 GPA) | | |
| University of Nebraska Lincoln | Lincoln, NE | 08/09 - 04/10 |
| Worked toward Bachelor of Journalism in Advertising Major, Tau Sigma Honor Society, Dean's List Honor Roll (4.0 GPA) | | |
| Yakima Valley Community College | Yakima, WA | 09/05 - 06/09 |
| Associate of Arts Degree completed, graduated with High Honors, Phi Theta Kappa Honor Society, Dean's List Honor Roll (4.0 GPA) | | |
| Selah High School | Selah, WA | 08/03 - 06/07 |
| High School Diploma, Graduated Top 5%, National Honor Society, Principal's List Honor Roll (3.98 GPA) | | |

SKILLS

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| Computer | MS Word, Excel, PowerPoint & Outlook, FinalCut Pro, Adobe Photoshop, InDesign, Acrobat & Dreamweaver, 2 Years Quickbooks (Trained by CPA) and Sage Peachtree |
| Art & Design | Traditional and digital photography, design courses, creating business logos, brochures, business cards and fliers |
| Web | Website design, maintenance and SEO, company Facebook, eBay, Word Press, ProStores, GoDaddy, basic HTML |
| Writing | Published in local newspaper, designing & editing newsletters, type 79 wpm, 8067 KPM, college English & Lit courses |
| Finances | Credit card processing, PayPal, handling cash, creating invoices, Pre-Calculus & College Algebra courses |
| Marketing | Advertising & Communications courses, e-mail marketing, creating promotional materials, web site SEO |
| Shipping | Dispatching trucks at warehouse, packing and shipping large volume orders, international shipments |
| Office | Customer Service, data entry, create databases, filing and receptionist duties, creating spreadsheets and graphs |
| Sales | Online & in-store sales experience, ordering product & taking inventory, working with vendors & contractors |

EXPERIENCE

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| Service Department Manager | Thompson Appliance Service | 06/13 - 09/13 |
| - Provide customer service via phone, email and in-person | - Manage appliance service technicians and scheduling | |
| - Quickbooks to enter customer info, create invoices & estimates | - Create remodeling estimates and work with contractors | |
| Office Assistant (Temp) | Extrusion Technology Group | 01/13 - 04/13 |
| - Use Peachtree software to manage inventory & accounts | - Process, package and ship orders; track product inventory | |
| - Work with clients (B2B), monitor production & schedule trucks | - Receptionist duties, billing, and keep office organized | |
| Office Manager | Orca Granite & Stone, LLC | 05/12 - 12/12 |
| - Quickbooks Pro to manage customer, vendor & billing accounts | - Keep track of multiple projects and manage scheduling | |
| - Manage company finances, create budget & pay weekly bills | - Update & optimize web site, Facebook and online listings | |
| - Answer phone, take messages & respond to email and voice mail | - Provide estimates & educate customers to increase sales | |
| - Daily use of Microsoft Word & Excel; Outlook for scheduling | - Bookkeeping, taxes, 941s & liabilities and weekly payroll | |
| - Research pricing, place orders and follow-up with vendors | - Create promotional materials such as brochures, cards, etc. | |
| Customer Service Representative | ACS/Xerox Inc. | 03/12-05/12 |
| - Completed 4 week training on customer service & phone system | - Troubleshoot technical and billing issues via phone | |
| Office Assistant | The Millwork & Cabinet Company | 05/11 - 09/11 |
| - Work with vendors to order product & schedule deliveries | - Greet customers, showroom sales and collect payment | |
| - Website re-design and SEO; create & manage Facebook | - Quickbooks for payment processing, invoices and billing | |
| - Create new company logo, brochure & business cards | - Schedule installs & manage email via Microsoft Outlook | |
| Director of Marketing & Customer Service | Briarwood ArtGems | 06/07 - 04/09 |
| - Help customers with Web Site and order issues | - Creating invoices, packaging and mailing customer orders | |
| - E-mail marketing, keyword optimization & special promotions | - Ordering & photographing new product, taking inventory | |
| - Designing and maintaining Web Site on ProStores | - Managing eBay listings and PayPal transactions | |