

**Michelle Catherine Maendele**

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**Objective**

While in pursuit of employment, my interest is establishing an opportunity to exhibit my current skills, quality service and professionalism. I am equally as eager to contribute efficient productivity in a fast – paced environment.

**Highlight of Qualifications**

- Professional mannerisms, communication and etiquette
- Productive team member and effective working alone
- Great multi-tasking and organizational abilities in fast-paced, populated environments
- Quick learner, very flexible, punctual and persistent

**Skills**

- MS Office: Word, PowerPoint, Excel, QuickBooks and Lotus Notes
- Steady typing ability, e-mail and internet use and proficient with office equipment
- Heavy switchboard experience (500+ employees), receiving and transferring calls

**Employment History**

**Lokal Boy**

Store Manager (06/08- 01/12) 10950 International Blvd. Oakland, CA

- Act as liaison between store owner, vendors, wholesalers and team
- Retail/sales environment selling books, magazines, music and movies
- Efficiently train new employees and supply continuous mentorship
- Order supplies/merchandise and fill wholesales transactions
- Maintain excellent customer service and employee relations with the public and vendors

**Westin St Francis Historic Hotel**

Service Express Agent/Housekeeper (11/09-02/10) Powell St. San Francisco, Ca

- Answer Service Express telephones in the command center
- Record Orders and guest requests with 100% accuracy
- Convey orders to both the kitchen and attendants for efficient and prompt delivery
- Housekeeper position required cleaning of the rooms, dining area, lounges, corridors, showers/tubs, chairs, tables, windows, blinds, kitchen areas and all other items as needed.

**Michelle Maendele**  
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### **Executive Summary**

Detail-oriented professional with strong technical skills and the ability to learn concepts quickly. Proven ability to turn around underperforming programs to create highly profitable programs through marketing, training and partner relationships. Results-driven customer service with proven ability to establish rapport with clients.

### **Core Qualifications**

<ul style="list-style-type: none"><li>• Computer-savvy</li><li>• Complex problem solving</li><li>• Telecommunication skills</li><li>• Supervision and training</li><li>• Opening/closing procedures</li><li>• Cross-functional team management</li><li>• Customer service expert</li><li>• Flexible scheduling</li><li>• Goal-oriented</li><li>• HIPAA Compliance</li><li>• Cheerful and energetic</li></ul>	<ul style="list-style-type: none"><li>• People-oriented</li><li>• Dependable and reliable</li><li>• Excellent time management skills</li><li>• Established track record of exceptional sales results</li><li>• Inspiring team leader</li><li>• Sharp problem solver</li><li>• Exceptional multi-tasker</li><li>• File/records maintenance</li><li>• Hiring and retention</li><li>• Meticulous attention to detail</li></ul>
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### **Professional Experience**

03/12-Current Dynamic Office and Accounting Solutions Danville, CA

#### Product Spokesperson

Answered customers' questions regarding products, prices and availability. Emphasized product features based on analysis of customers' needs. Maintained friendly and professional customer interactions.

03/12-Current Aramark Sports and Entertainment Oakland, CA

#### Concession Stands Representative

Provided prompt, efficient, friendly, and quality service at all times. Strictly abided by all state liquor regulations, particularly in regard to intoxicated persons and minors. Accurately balanced cash register at all times. Maintained stock levels to prevent shortages of critical items.

04/12-06/12 Andy Frain Services Daly City , CA

#### Human Resource Assistant

Identified staff vacancies and recruited, interviewed and selected applicants. Served as a link between management and employees by handling questions, interpreting and administering contracts and helping resolve work-related problems. Assisted in all areas of administrative work including data entry, receptionist duties, file organization, research and development.

### **Education**

2012 Loss Prevention Group Oakland, CA

Completed Powers to Arrest, Weapons of Mass Destruction / Terrorism Awareness. Obtained Guard Card.

2006 Vista Community College Berkeley, CA

(Now Berkeley City College) Obtained credits towards AA degree in Liberal Arts

2003 Eden Area R.O.P. San Lorenzo, CA

Business Management and Marketing Certificate