

MICHAEL LAYNE HEATH
2275 Sutter Street - apt. #7
San Francisco CA 94115-5220
(415) 820-3252 days
(415) 921-5938 evenings

SELECTED OFFICE/RETAIL EXPERIENCE

**April 2013- present: Blood Centers of the Pacific
Irwin Center**
270 Masonic Avenue, San Francisco, CA. 94118
Supervisor: Nayomee Maas.
(800) 707-8483.

- Donations coordinator; arranged appointments (by phone and computer database) for donors of blood product at BCP's seven locations in Northern California.

January-February 2013: University of San Francisco Bookstore
2130 Fulton Street, San Francisco, CA. 94117
Supervisor: Ramon Rey.
(415) 422-6493.

- Cashier during spring semester rush period, using POS register system.

February 1996-March 2013: Evans Research Associates
1331 Columbus Ave., San Francisco, CA. 94133
Supervisor: Karen Reem.
Telephone: (415) 345-9600.

- Market research interviewer; conducts surveys (project-based) for various national computer, accounting, and medical equipment manufacturers.
Projects include measuring customer satisfaction, tracking advertising awareness, and gauging interest in potential new products.

- Data entry, coding, word processing, some receptionist activities (using Gmail; MS Word; Adobe Acrobat/Reader 9; Skype; Filemaker Pro; Photoshop; Word Perfect v.5.1; Excel; Outlook).

Spring 2005-spring 2010: Robert Half International dba Office Team
50 California St. (10th fl.), San Francisco.
Supervisor: Jennifer Eley. Phone: (415) 434-2429.

- Office clerical work and event staffing, including assignments in reception, data entry and administrative assistance.
- Recent clients include the University of San Francisco's Office of Undergraduate Admissions, and the Career Services Dept. of the California Culinary Academy.

November 2003-March 2005 : Population Research Systems
100 Spear Street, San Francisco.
Supervisor: Caren Leung.
Phone: (415) 777-0707.

- Conducting opinion and consumer research by phone for various local and national businesses and private organizations.
- Some data entry; word processing and typing (50 wpm).

February 1993- January 1996 : Prints Old and Rare (aka Manning's Books)
Pacifica, CA.
Supervisor: Kathleen Manning. Telephone: (800) TRY-MAPS.

- Telephone sales representative, selling and arranging for 'on spec' acquisitions of antiquarian art and ephemera. Clients included national and international libraries, colleges and universities, and historical societies.

May 1982- January 1992:
Various used and new record/book retailers in College Park, Wheaton and Bethesda, Md.

- Clerk, buyer, accountant and (between spring 1985-winter 1986) store manager.