

Anna Lynn Dearborn

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PROFESSIONAL PROFILE

Highly organized and goal focused administrator with 10+ years of professional office and field experience in administration, sales, marketing with a proven track record of providing stellar customer experiences and an eye for detail resulting in the recovery of over \$50,000 in billing errors, customer payments, and vendor overpayments. Effective communicator able to reach agreements with difficult clientele, all levels of management, and staff yielding an ever expanding customer base.

SKILL HIGHLIGHTS

- ❖ Office Organization/Administration
- ❖ Sales and Marketing
- ❖ Expert in QuickBooks Pro/Microsoft Office
- ❖ Office Organization/Administration
- ❖ Mediation/Creative Conflict Resolver
- ❖ Payroll/Certified Payroll/Human Resources
- ❖ Photography/Video/Photo Software
- ❖ Graphic design: Ads, Brochures, Flyers
- ❖ Payroll/Certified Payroll/Human Resources
- ❖ Special Event Coordinator

EXPERIENCE

Office Manager, DDCleanup4u

August 2012 – Present

- ❖ Housekeeping for homes, offices, vacation rentals, vacancies, and construction clean-up
- ❖ Organization and clutter removal of private residential dwellings and small businesses
- ❖ Prioritize clientele and work orders using database, keep logs, and receipts
- ❖ Always making sure the needs of the customer are met and are set up for success

Office Manager/Bookkeeper, Partitions and Accessories

August 2008 – July 2012

- ❖ A/P and A/R, weekly payroll, payroll taxes, generated weekly financial reports
- ❖ Processed walk-in customer orders and credit card transactions
- ❖ Created purchase orders and arranged shipments with vendors
- ❖ Processed contracts, submittals, insurance certificates, prelims, lien releases, and certified payroll
- ❖ Faxing, filing, making copies, mailings, and other general administrative work

Accounts Manager, Eidon Inc.

May 2006 – February 2008

- ❖ Processed customer orders from online website, via phone, and walk-ins
- ❖ Created purchase orders and arranged shipments with vendors
- ❖ A/P and A/R utilizing QuickBooks Premier and generated weekly financial reports
- ❖ Processed shipping and receiving and monitored inventory utilizing QuickBooks Premier
- ❖ Helping other team members when in need, making suggestions to utilize our time wisely

Marketing Associate, Armadi Closets of California, Inc.

February 2004 – April 2006

- ❖ Performed outside sales and meticulously designed and customized storage solutions
- ❖ Designed customer database utilizing ACT software
- ❖ Generated sales leads and trained co-workers to generate sales leads
- ❖ Created marketing material including brochures, photo look books, and company portfolio
- ❖ Showed guests around Armadi Closets showroom and provided excellent customer service

EDUCATION

Mission Bay High School, San Diego

1982 -1984

Name: Donna Dearborn

Score 12 /14

Housekeeping Test

1. During which of the following situation(s) should you wear gloves?
 - a) When handling disinfectant solutions
 - b) When cleaning guest rooms
 - c) When handling soiled linen
 - d) When handling or disposing of waste
 - e) All of the above
2. Which of the following should be cleaned daily?
 - a) Chairs, lamps, and tables
 - b) Tabletops, bed, and handrails
 - c) Grab bars, light, tops of doors and counters
 - d) Floors, sinks, toilets, and latrines
 - e) All of the above
3. True or False: You do not need to use a separate cloth for cleaning bathrooms.
4. True or False: Dusting is most commonly used for cleaning walls, ceiling, doors, windows and furniture.
5. Should the following be cleaned daily or weekly? Circle one.
 - a) Floors Daily/ Weekly
 - b) Toilets and latrines Daily/ Weekly
 - c) Carpets in guest rooms Daily/ Weekly
 - d) Carpets in offices Daily/ Weekly
 - e) Soiled linen Daily/ Weekly
6. The best way to clean the floors:
 - a) Scrubbing
 - b) Dry sweeping and dusting
 - c) Sweeping, mopping and dusting
 - d) Wet mopping
7. What should do if you spill liquids or see a liquid spill?
 - a) Leave it for someone else to clean- up
 - b) Wait until the end of your shift to clean it
 - c) Flag the spill and clean it up immediately
 - d) Not sure
8. The proper procedure for cleaning spills of blood and other body fluids is:
 - a) Wearing gloves, clean with cloth soaked in chlorine solution and follow up with disinfectant solution
 - b) Find the janitor on- duty and ask him to clean it up
 - c) Grab whatever is closest and wipe up immediately, then mark "Biohazard"
 - d) Nothing
9. What do you do if you encounter with bed bugs in a guest room?

Immediately tell supervisor
10. What do you do if you find Lost and Found items in a guest rooms?

Inform supervisor
11. Describe the difference between a disinfectant and a cleaning solution?

Disinfectant is a germ cleaner.
Cleaning solution-Daily cleaner is for the same
purpose germs.

1) A roll of quarters is worth?

- a) \$5.00
- b) \$10.00
- c) \$15.00
- d) \$20.00

2) A roll of dimes is worth?

- a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- d) \$2.00

4) A roll of pennies is worth?

- a) \$1.00
- b) \$0.75
- c) \$0.50
- d) \$0.25

5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- c) Point of sales
- d) People over service

6) What is the current sales tax rate in your city 7.50?

7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?

- a) \$4.06
- b) \$2.06
- c) \$7.06
- d) \$5.06

8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?

- a) \$19.50
- b) \$14.50
- c) \$9.50
- d) \$4.50

9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?

- a) \$6.00
- b) \$8.00
- c) \$10.00
- d) \$12.00

10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?

- a) \$78.50
- b) \$58.50
- c) \$38.50
- d) \$28.50

$$\begin{array}{r} 7.50 \\ 2.50 \\ \hline 10.00 \\ 5.00 \\ \hline 15.00 \\ 6.50 \\ \hline 21.50 \end{array}$$

$$\begin{array}{r} 10.50 \\ 10.50 \\ \hline 21.00 \\ 2.50 \\ \hline 23.50 \end{array}$$

$$\begin{array}{r} 1.25 \\ .90 \\ \hline 2.15 \\ .79 \\ \hline 2.94 \end{array}$$

$$\begin{array}{r} 10.50 \\ 10.50 \\ \hline 21.00 \\ 7.25 \\ \hline 28.25 \end{array}$$

$$\begin{array}{r} 10.50 \\ 10.50 \\ \hline 21.00 \\ 7.25 \\ \hline 28.25 \end{array}$$

$$\begin{array}{r} 3.75 \\ 4.25 \\ \hline 8.00 \end{array}$$

$$\begin{array}{r} 3.75 \\ 4.25 \\ \hline 8.00 \end{array}$$

$$\begin{array}{r} 3.75 \\ 3.75 \\ \hline 7.50 \\ 1.25 \\ \hline 2.50 \\ 2.50 \\ \hline 5.00 \end{array}$$

$$\begin{array}{r} 1.25 \\ 1.25 \\ \hline 2.50 \end{array}$$

$$\begin{array}{r} 2.50 \\ 2.50 \\ \hline 5.00 \end{array}$$

$$\begin{array}{r} 3.25 \\ 3.25 \\ \hline 6.50 \end{array}$$

$$\begin{array}{r} 15.00 \\ 6.50 \\ \hline 21.50 \end{array}$$

A 11) Counterfeit pens should be used on which three denominations?

- a) \$20, \$50, \$100
- b) \$10, \$20, \$50
- c) \$5, \$50, \$100
- d) \$10, \$20, \$50

A 12) How many times should you count change when giving it to the customer?

- a) one
- b) two
- c) three
- d) no need to count

Question & Answer:

13) What is the minimum age for legal alcohol purchases? 21

14) What are the acceptable forms of ID for alcohol purchases? CA ID, Passport

15) How many \$20 bills are in a bank band? 100