

Misty Dane
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To obtain a full-time position which affords me the opportunity to expand my knowledge.

SKILLS

Budgets Contracts Cost control Credit Forms Managerial Excel Outlook Word TAX Training
Sanitation Decision making Recruitment and hiring Process development and implementation
Equipment repair Daily temp. Logs and monthly reporting Transporting and delivery Quality
assurance controls Safety assurance Corporate policies and procedures Verbal communication
Evaluations and assessments Database updates Schedule and calendar management Interior
and exterior cleaning Inventory tracking Shelving Sorting and labeling Lift safety Staff
management Scheduling Continuous improvements Networking Forklift certification

WORK EXPERIENCE.

- Sourcepoint costumer service agent, Eugene Oregon

Field incoming calls in a timely manner throughout shift.

Identify customer questions, complaints, concerns, and overall needs.

Provided sufficient answers and solutions to all customer queries.

Handle customer complaints respectfully and professionally.

Redirect customers to appropriate departments and teams when appropriate.

Follow up with callers on complaint/question status, ensure resolution.

Collaborate with call center team members and other company departments to ensure overall customer and product satisfaction.

Follow all communication procedures, policies, and guidelines during every customer interaction.

Perform duties and responsibilities with our customers' satisfaction as your number one priority.

- * Food pantry coordinator at Catholic community services of Lane County, Eugene Oregon

Priced and ordered food products, kitchen equipment and food service supplies.

Kept food storage and preparation equipment in good working order to maximize safety and cost-efficiency of operations.

Trained employees on correct cooking techniques, safety standards and performance strategies.

Cleaned and inspected food preparation areas for safe and sanitary food-handling practices.

Sought out and implemented methods to improve service and team performance and boost pantry sustainability.

Worked with vendors to establish strong relationships and maintain proper inventory supplies.

Interviewed, hired, and supervised volunteers.

Maximized food quality by closely monitoring shipments, preparation and food handling by team members.

Kept Pantry clean, neat and sanitized by implementing surface and equipment schedules and standards.

Established and enforced standards of personnel performance and service to provide customers with consistent and positive experiences.

Revamped and motivated pantry staff to be highly efficient and produce consistent quality.

Coordinated optimal guest relations from initial contact through final check-out to boost satisfaction.

* Property Manager at Walker House Apartments Eugene Burger management, Las Vegas

Supervised and helped oversee all daily activities (including maintenance and landscape duties) for rural and urban properties, up to 200 units.

Hired, trained, coached, and supervised all full-time and part-time assistants, maintenance and cleaning staff (including vendors, contractors, and service providers.).

Performed managerial duties for apartment buildings including leasing, rent collection, annual and interim re-certifications, and daily, weekly and monthly reports.

Daily usage of Outlook, Excel, Word, Yardi and multi-family forms.

Prepared and executed all notices for applicants and residents.

Experienced in tenant evictions.

Negotiated and prepared contracts, prepared bid estimates and budgets, and practiced cost control measures.

Experienced with rehab lease-ups.

Knowledge of HUD, RD, TAX Credit, HOME, and RISK SHARE programs.

Light maintenance skills.

* Property manager at Guardian real estate Services, Douglas County Oregon

Supervised and helped oversee all daily activities (including maintenance and landscape duties) for rural and urban properties, up to 200 units.

Hired, trained, coached, and supervised all full-time and part-time assistants, maintenance and cleaning staff (including vendors, contractors, and service providers.).

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* Area Property Manager at Umpqua CDC, Coos, Curry and Douglas County

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Light maintenance skills.

REFERENCES

* Denise Peterson from Catholic community services of lane county
541 335 9896

* Edith Sanchez from St Vincent de Paul
541 543 9862

* Mark Macaluso from Brad's Chevrolet
541 521 4408

* Debbie Pretchel from Catholic community services of Lane County
541 556 5996

* Ryan Stockelman from Signs now
541 525 7817