

Shannon M. Stoutenburg

Objective Utilize my office management and customer service experience, attention to detail, and organizational skills to benefit your business.

Summary of qualifications

- Work effectively with diverse groups of people.
- Establish long-lasting relationships with customers, vendors, retailers, and the general public.
- Highly trainable, fast learner. Adapt well to change and pressures in the workplace.
- Friendly with an upbeat attitude. A proven leader.
- Ambitious and hardworking, committed to excellence.
- QuickBooks experience.

Work experience 2002 - 2009 J. M. Mechanical, Inc. Canby, OR

Executive Secretary/Office Manager

- Answer multi-line phone system & schedule appointments.
- Correspondence to customers, vendors and insurance companies via phone, e-mail, fax and standard mail.
- Cash, check, direct bill accounts and credit card transactions.
- Design & maintain company website.
- Company advertising, including designing ads.
- Inventory and reorder all shop supplies.
- Assign daily work to technicians and assist service writer with estimates and ensuring smooth operation between office and shop.
- A/P, A/R & employee payroll (using QuickBooks).

1998 - 2002 Best Western Tumwater Inn Tumwater, WA

Front Desk Manager/Assistant GM

- Oversee all front desk employees, and front desk activities.
- Maintain knowledge of ongoing/updated policies and procedures of Best Western International.
- Constantly provide information to front desk staff that directly relates to the day-to-day operation of the hotel.
- Correspondence via telephone, letter, fax, and e-mail.
- Cash, check, and credit card transactions.
- Extensive/daily personal computer experience and multi-line telephone answering and routing.
- Responsible to ensure that our customer needs are met and address complaints when customers are not satisfied.

1998 - 2001 Saint Martin's College Lacey, WA

Head Assistant Softball Coach

- Primarily the pitching/catching coach.
- Responsible for all aspects of the recruiting process; filing recruit letters that are sent to the college, all correspondence between the college and the recruit were established by me via letters and telephone conversations.
- The NCAA requires that all correspondence with a recruit be documented. I was responsible to document dates and contents of mailings, as well as the purpose and content of all telephone conversations.
- Certified annually by the NCAA to be a legal college recruiter.

1993 - 1998 Fleetwood Homes, Inc. Oregon/Arizona

Lead Person/Electrician

- Fleetwood is one of the leading producers of manufactured homes.
- Highly experienced in both rough wire and finish wire (installation of outlet boxes, running wire through house, and installing receptacles, light switches, etc.)
- In charge of repairing or replacing damaged wires after installation.
- Tracked shorts in electrical system and ensured house was in proper working order.
- Oversaw the electrical department and was responsible for training new electrical department crew members.
- Transferred to the Arizona plant for 6 months to troubleshoot problems they were experiencing in their electrical department.

Languages

Spanish

Although I do not consider myself fluent in Spanish I can communicate when needed. Also can read and write in Spanish to the same ability level that I speak.

Education

1987 - 1991 South Salem High School Salem, OR

- Academic Honor Roll
- Varsity Softball (Team Captain, MVP, Best Offensive Player, First Team All-Conference and 2nd Team All-State)

1991 - 1992 University of South Carolina Columbia, SC

- Attended USC on a full athletic scholarship for Fastpitch Softball.
- Primary position was a catcher, also played third base and outfield.
- Experienced an injury my freshman year and returned to Oregon.

Military

1992 - 1996 Oregon Army National Guard Salem, OR

- Basic Training Fort Jackson, SC and AIT Fort Gordon, GA
- Distinguished Honor Graduate AIT Fort Gordon, GA
- MOS 36M (Switching Systems Operator)

References

Holly Rahn	Day (503) 749-8251
Neill Munn	Day (360) 956-1235
Jay Kuykendall	Day (503) 737-9501
Jerry Yarberry	Day (503) 320-3900
John Meyerhofer	Day (503) 266-3294