

Crown Résumé Client résumé (before rewrite)

Maggie Allison

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Seattle's Convention and Visitors Bureau -

701 Pike Street, Suite 800, Seattle WA 98101 (January 20 - February 12, 2010)

Temporary Front Desk Manager

- ◆ Responsible for multi-use phone line, mail, shipping, greeting visitor's etc.
- ◆ Proofread PR releases and fact checked details within; sorted confidential files and entered personnel data; started new mail list for business development which included over 300 names and personal contact details; assisted with a variety of other projects.

Seaview East Boatyard – sailing vessel and yacht repair boatyard

4701 Shilshole Ave NW Seattle WA 98107 (October 2007 through August 2009)

Front Office Manager

- ◆ Served as initial point of contact for new and repeat customers in person and via telephone including commercial fisherman, pleasure and professional sailors, motor boat owners and multi-million dollar yachtsmen.
- ◆ Scheduled appointments for travel lift crew and machine operators; discussed specific repairs needed with appropriate manager as well as initiated work orders in DockMaster Software system; updated customer and vessel information; created daily management reports.
- ◆ Handled basic Accounts Receivable functions – prepared invoices, collected payments, generated statements.
- ◆ Performed all general office duties including correspondence, emails, editing date entry, filing and management of a multi-line phone system; ordered supplies.

Watson Kennedy Fine Home, Fine Living & Fine Life – 3 retail sales locations

1022 First Avenue Seattle WA 98104 (April 2001-October 2007)

Manager: Retail Sales, Customer Relations and Back Office

- ◆ Assisted customers with sales; Secured customer satisfaction handling purchases with cash, credit cards, store credits, gift certificates; handled special orders.
- ◆ Entered products ordered into QuickBooks Point of Sale System; followed through on bills and payments; issued checks; took responsibility for all basic paperwork.
- ◆ Prepared cash for bank deposits; entered deposits into QB accounting system.

Starbucks International - SODO Office, Seattle WA (September 1999-April 2000)

Freelance Product Manager – Local contact for Middle East launch with strategic partner; supervised all Middle East marketing materials.

Disney-Jawa Enterprises Dubai, United Arab Emirates (May 1995-June 1998)

Manager, Home Video – Middle East video marketing: including producing radio commercials and video infomercials, local advertising and anti-piracy activities for Walt Disney Productions and Touchstone Pictures pre-recorded videocassettes.

Buena Vista Home Entertainment London, England (May 1987-April 1995)

Manager, Licensees – Oversaw all local marketing activities produced by the licensees in Switzerland, Greece, Israel, South Africa, Hungry Iceland and the Middle East for Walt Disney Productions and Touchstone Pictures pre-recorded videocassettes.

Education: Bachelor of Arts in Journalism, Ohio State University

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(206) 782-5047
margaretwallison@gmail.com

Applicant for: **Executive Assistant**

7341 13th Avenue N.W.
Seattle, WA 98117

Superior administrative skills

A natural multi-tasker with extensive experience arranging travel, planning meetings and events, working with confidential information, preparing reports, researching information, performing accounts receivable/payable, managing schedules, writing correspondence, answering phones, receiving visitors, maintaining supplies and more.

Excellent project-management capabilities

A quick learner and hands-on self-starter with full project-lifecycle management experience and outstanding organizational skills.

Demonstrated vendor-management success

A respected and well-liked manager of internal and external service providers. More than a decade of demonstrated success working hand-in-hand with outside vendors, private consultants and internal departments to deliver timely, cost-effective solutions.

Highly collaborative and results-oriented

Comfortable working with people at any level within the organization; excellent interpersonal skills, and a willingness to contribute in any capacity to ensure the desired results.

Work Experience

Temporary Front Desk Manager

January – February, 2010

Seattle's Convention and Visitors Bureau – Seattle, Washington

Provided temporary receptionist, administrative and clerical support to the agency tasked with promoting Seattle's business and tourism resources. Responsibilities included full administrative support for a 50-person office, receiving visitors, routing callers, processing incoming/outgoing mail, project-coordination, plus assisting with marketing and public relations efforts.

- Adapted within days to an all-new work environment, and quickly became a highly productive contributor to the existing team.
- Established a targeted marketing database for use in future business-development efforts.
- Assisted with the development of press releases for several successful media campaigns.

Front Office Manager

October, 2007 – August, 2009

Seaview East Boatyard – Seattle, Washington

Served as the initial point of contact for all customer communications, and managed the front office operations, for one of Seattle's fastest-growing marine restoration companies. Responsibilities included customer service, project-scheduling and tracking, daily status reports, accounts receivable/payable, vendor management and more.

- Developed, maintained and enhanced business relationships with an incredibly diverse clientele – everyone from commercial fishermen to wealthy yachtsmen, professional sailors to weekend motor-boaters.
- Successfully coordinated hundreds of work projects with multiple implementation specialists in a high-pressure work environment with little to no room for error.
- Provided management with the accounting and operations data necessary to guide the company through the industry's most challenging economic environment since the Great Depression.

Retail Sales Manager

April, 2001 – October, 2007

Watson Kennedy Fine Home – Seattle, Washington

Managed the sales and daily business operations for three high-end, heavily trafficked downtown retail locations. Provided high-touch customer service, coordinated vendor activities, managed accounting programs, collaborated with management on new sales and marketing efforts.

- Offered – and accepted – increasingly complex operational responsibilities during a time of dramatic change and strong innovation.
- Created and implemented the direct-mail marketing effort that launched one of the company's most successful retail locations.
- Assisted dozens of high-value clients with national and international special-order requests.

Freelance Product Manager

September, 1999 – April, 2000

Starbucks International – Seattle, Washington

Hired as a contract marketing coordinator during the height of Starbucks' push into new international markets. Provided the international director of marketing with marketing support for the lucrative Middle East market, collaborated with foreign marketing partners on promotional efforts, managed the production of marketing collateral.

Manager, Home Video

May, 1995 – June, 1998

Disney-Jawa Enterprises – Dubai, United Arab Emirates

While employed by this international joint venture of the The Walt Disney Company, managed the promotional efforts for hundreds of Hollywood video productions from Disney and Touchstone Pictures. Responsibilities included coordinating the production of radio commercials and video infomercials, as well as the management of all marketing and advertising used by local-market licensees.

Manager, Licensees

May, 1987 – April, 1995

Buena Vista Home Entertainment – London, England

Working out of the London offices of Buena Vista Home Entertainment, coordinated all the licensee marketing activities for Hollywood videos produced by The Walt Disney Company and Touchstone Pictures in Switzerland, Greece, Israel, South Africa, Hungary, Iceland and the Middle East.

Professional Profile

- Honors:** Watson Kennedy "Outstanding Contributor to Corporate Success," 2003, '04, '05 and '06
- Affiliations:** International Association of Administrative Professionals
- Education:** B.A. in Editorial Journalism, Ohio State University
- Software Capabilities:** Proficiency or familiarity with – Intuit QuickBooks, DockMaster software suite, plus the complete collection of Microsoft Office programs (Word, Excel, PowerPoint, etc.)