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### Skills Summary

Solid experience in multiple facets of several lines of work. Knowledgeable in hiring, training, and supervising with proven skills in instructing and motivating employees while being a team player. Experienced in planning, organizing and overseeing projects. Described by others as loyal, trustworthy, and fun-loving.

### Qualifications

#### **Administration**

Responsible for a 17 person staff in current position. Increased top line revenue by 6.12% in 2009, while holding expenses to a 3.51% increase; thereby resulting in a 7.38% increase in net income. Reviewed resumes, conducted interviews, and directed employee training. Provided ownership with valuable long-term planning and marketing assessment, while convincing them to purchase and implement 2 new software programs to help increase sales and boost efficiency.

#### **Interpersonal Skills**

Proven ability to interact and communicate with customers and salesmen in person or by telephone in order to establish rapport and support throughout the community and the industry. Responsible for monthly employee reviews which resulted in a decrease in tension while building team spirit.

#### **Training**

Developed training plans for all employees prior to the acquisition of new software programs. Deployed training programs once software was installed and followed progress of employees. Trained staff on methods to promote new services.

### Professional Experience

SCHERTZ FUNERAL HOME AND CREMATORY – Schertz, TX

*General Manager* Nov. 2008-Present

*Business Process/IT Development Manager* Aug. 2008-Nov. 2008

ICON PHARMACEUTICAL DEVELOPMENT SOLUTIONS – San Antonio, TX

*Clinician* Oct. 2008-Nov. 2008

CALLAWAY VILLAS STUDENT HOUSING – College Station, TX

*Community Assistant* May 2006-May2008

CASTLE HILLS FAMILY PRACTICE – San Antonio, TX

*Receptionist* Jun. 2002-Jul. 2006

### Education and Licenses

Texas A&M University, College Station, TX

Bachelor of Science – 2008 Biomedical Science major; Business minor

General Lines – Life, Accident, & Health Insurance #1601081

### Volunteer Experience

Animal Impact Foundation Feb. 2009 -Present

### References

Available upon request