

Career History:

Midwest Virtual Assistants, August 2003 – Current

- Offered projects to be completed for clients in several types of software
- Graphic design for local magazine
- Sales and Customer relations
- Event planning
- Social Media management



The Granary, Coffee and Wine House, January 2017 – January 2019

- All research required to become compliant the Department of Health MN.
- Researched and purchased all equipment necessary to start and run business.
- Responsible for all aspects of financials.
- Owned and operated therefore responsible for all duties required to run business.

Express Employment Professionals, December 1999 – May 2017

- **Franchisee Assistant, September 2009 - Present**
 - Organized all meetings for Owner/Manager group in five-state area including catering, agendas, presentations, and required data.
 - Travel arrangements for annual out-of-state events.
 - Plan, coordinate and execute successful annual events such as employee Christmas Party, bi-annual staff training retreats, client golf and fishing tournaments.
 - All administrative duties as assigned.
 - Have chaired, co-chaired and done all behind-the-scenes duties for Kid's Cup Golf Tournament since 2007.
 - Franchise sales, franchise soft and hard openings, franchise development, and traveling to offices to ensure processes being followed and to improve inefficiencies.
 - Coordinated marketing, social media management, and necessary advertising.
- **Regional Coordinator, September 2007 – September 2009**
 - Coordinated monthly meetings for a 3-state region.
 - Trained staff weekly based on their role within the company.
 - Created curriculum, presentations, required data, and other corresponding information for all staff training, owner/manager meetings, retreats.
 - Training staff during the annual national sales seminar.
- **Director of Administrative Services, September 2005 – September 2007**
 - Interviewed, hired and coached administrative associates.
 - Performed over-the-phone and face-to-face sales to prospective clients.
 - Evaluated client needs and worked with them to hire appropriate office staff.
 - All financial responsibilities pertaining to Administrative Division.
- **Office Coordinator/Operations, December 1999 – September 2003**
 - Payroll for 400+ associates.
 - Workers' Compensation and Unemployment Documentation.
 - Handled associate health insurance program.
 - Performed operations, development and process improvements.

Mayo Clinic Rochester, October 1996 – October 1998

- **Medical Transcription Supervisor**
 - Supervised 37 Medical Transcriptionists in Medical Transcription Department to ensure quality of transcribed notes.
- **Medical Transcription**
 - Maintained 98% quality and quantity as a Medical Transcriptionist covering transcribed notes for all departments at Mayo Clinic.
- **Medical Secretary - Neurology**
 - Learned all aspects of supporting two Neurologists' desk including transcription, chart completion, history documentation, setting appointments, and entering information in Clinical Notes.

Education:

- Cardinal Stritch University, 1999-2003, Bachelor's Degree in Business Administration with Minor in Human Resource Management
- Rochester Community & Technical College, 1996, Medical Secretary Degree
- Lourdes High School, 1984-1988, High School Diploma