

CAIN, AMBER

Amber.cain101@gmail.com

252-883-8753

209 Red Cedar Ct, Apt 3D

Chesapeake, VA 23320

PROFESSIONAL SUMMARY

Current production office manager with experience in an extremely busy, fast paced restoration company while providing administrative and scheduling support for 40+ staff members. Highly proficient in multi-tasking, managing various projects and schedules, and problem-solving. Background includes office, library service, and customer service skills.

CORE QUALIFICATIONS

- Good interpersonal and communication skills
- Strong ability to perform administrative, scheduling, and office management tasks
- Thorough understanding of how to pay close attention to detail, manage time, and problem solve
- Knowledge of library services, child development, and lesson planning for different age groups

EXPERIENCE

Personal Touch Service | Chesapeake, VA

Production Office Manager | 2020 - Current

- Manages schedules for internal staff as well as subcontractors, while overseeing the daily office operations and production for the company
- Train newly hired employees and provide leadership for the production office
- Coordinate restoration and mitigation projects for multiple project managers
- Maintain verbal and written communication with insurance providers, customers, and staff

Wilson County Public Library | Wilson, NC

Branch Library Assistant | June 2019 – December 2019

- Planned and executed monthly programs and events for children 0-4, as well as teens 12-18
- Exceeded attendance expectations throughout programs by distributing marketing materials digitally and physically
- Provided customer service to patrons by locating items, computer troubleshooting, and assisting as needed
- Misc. administrative duties including addressing email correspondence, memos, maintaining files

Wilson County Public Library | Wilson, NC

Youth Services Assistant | June 2018 – June 2019

- Promoted within Wilson County during my first year to a branch position
- Planned and executed story time for children 0-2
- Assisted in programs for children
- Shelved children's books, created displays and marketing materials
- Maintained organization of inventory as needed

Creative Arts Kids | Greenville, NC

After School Teacher | 2017 - 2018

- Worked as a team with fellow teachers to create artistic, musical, and creative lesson plans
- Provided transportation for children
- Customer service for families
 - Managed tuition fees, new child registration paperwork, facility tours, etc.
- Misc. administrative duties such as managing the front desk, verbal, and written correspondence with families, and maintaining files

Sam's Club | Rocky Mount, NC

Customer Service Associate 2016 - 2017

- Went above and beyond to provide customer service to all members
 - Membership enrollment, upselling accounts to higher memberships
 - Maintaining membership fees and paperwork
 - Processing credit card applications and payments
- Process returns and exchanges
- Maintained files, accounts, and inventory
- Gained sales, money management, and administrative skills

EDUCATION AND CERTIFICATIONS

Lenoir Community College – 2015 to 2017, Associates degree acquired

Northern Nash High School – 2012 to 2015, High school diploma acquired