

## **Stacey D. Norton**

903.343.4886

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10500 Irma Dr. Apt#3106

Northglenn, Co 80233

### **WORK EXPERIENCE:**

#### **2/2013-Present: Kelly Services: Senior Staffing Recruiter and Supervisor**

Provided best-in-class service to the customer base. Customer-related service includes taking and filling orders, managing the order lifecycle, resolving problems, and developing business through customer service calls and proactively marketing candidates. Temporary employee-related service includes recruiting, screening, hiring, training, conducting orientation, resolving problems, and managing employee relations. Provided profitable pricing, expense and cost-of-service management to achieve targeted contribution. Senior leadership role within the branch, providing guidance and instruction while building relationships with key customers. Operating within company policy, while exercising discretion and independent judgment in making decisions. Also responsible for branch payroll services, in-house work schedules and setup of marketing related booths at job fairs.

#### **6/2011-2/2013: Choice Rehab: Recruiter, Marketer and Clinical Director**

Assure regulatory compliance applicable to clinic and home health functions. Act as a liaison between staff, patients, physicians, and other health care providers. Continually monitored clinical management and provide direction as necessary. Work with all members of the medical community to promote Choice Rehab services. Responsible for recruiting, hiring, orientation, and assignment of staff positions to meet agency/patient needs. Enhanced Choice Rehab business development models and provided continuous improvement of the company's efficiency and fiscal success. Conducted marketing and recruiting functions to insure continuous staffing of both clinical and home health workload demands.

#### **12/2009-6/2011: Edwards Risk Management: Administrative Claim Agent**

Responsible for establishing new claim record for reported claims and setting initial reserves based on involved coverage. Assign claim to staff or independent appraiser. Assist caller with issues. Input data into claim record including check details for claim payment processing. Complete claim transactions involving recovery payments and voided payments. Enter policy coverage detail into claim system including participation period, provided coverage, coverage limits, and deductible. Identify new mail to claim and forward to assigned claim representative. Compose Random Projects and How to Folders.

#### **8/2008-12/2009: Gateway Gardens: Recreational Director**

Responsible for providing leadership and direction in the development of short and long range plans; gather and analyze data reports, provide recommendations and coordinate department activities. Help manage recreation budget and makes adjustments when necessary. Coordinate external activities with schools, community organizations and restaurants. Keeping up with patient's doctor appointments and provide family updates on their family members.

#### **10/2006-12/2010: Questor Pipeline: Event Planner**

Organized, coordinated and staffed company events. Actively managed all efforts for food preparations, event decorations, bar setups, and entertainment and clean up. 200 plus people.

#### **5/2006- 3/2007: Camp Balconies: Summer Event Planner**

Responsible for organizing on-site events including the coordination of wedding activities, corporate dinner functions and camp events.

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### **3/2004- 8/2008: Chili's Restaurant**

Positions include hostess, waitress, food preparation, quality assurance and bartending. Provided new employee training for waiters and managers.

### **5/2003- 1/2005: Whitman Service Title Co.: Administrative Assistant**

Duties included receptionist, notary supervisor, computerized data entry, as well as link between customers and management.

### **6/2000-5/2003: Barton Creek Golf Course**

Duties included Greeting Customers and Waiting Tables. Provide back waitress assistance and assisted as bar back. Supervisor over cabana crew and provide training to incoming managers.

### **EDUCATION:**

Stephen F. Austin State University	2004-2008
Major: Bachelor of Science in Hospitality Administration	
Minor: General Business	
Deans List for Academic Achievement	
SFA Honor Society- Phi Upsilon Omicron	
Central Texas College , Understudy	2003-2004

**REFERENCES:** Available upon request