

Please allow me to introduce myself. I am a “born and raised” Minnesota girl and St. Cloud State alumni who, after fourteen years out of state, has recently moved back to be closer to family. My entire career has been spent in the service industry. While I am passionate about providing an extraordinary customer experience, my other strengths have consistently been to hire staff that is a good fit, and to oversee the daily operations of an office. I believe the diverse skills I have honed in restaurant management would transition into, and be a good fit for, the On Site Staffing Coordinator position at CMG.

While in Bozeman, Montana, I spent almost a decade at Montana Ale Works, one of the highest volume restaurants in the state which grosses over \$5 million year. When managing the floor, I was in charge of operations with up to 45 staff and 300+ customers during service. I was directly involved in recruiting, interviewing, and training the service staff, and subsequently revamped and implemented their current server training program. Since my involvement, Ale Works has consistently been voted “best service” in town by the Bozone Publication’s Best of Bozeman Awards, most recently 2011, 2012, and 2013. During my time as Banquet Manager, I communicated with the Chef on a revision of the banquet menus and contracts, customized events, and saw each banquet through from inception to execution.

In 2008, the Office Manager position was created for me. I was responsible for daily bookkeeping, till counting, bank deposits, and sales reports—essentially accountable for every dollar that came into the building. The ownership group and management team trusted me to assist them in making decisions that ensured daily operations ran smoothly. Our off-site accountant depended on me to organize weekly invoices for accounts payable and to produce payroll spreadsheets. Because I am able to work independently at a high level of productivity, I was often the only unsupervised employee on the clock.

While I may not be the most obvious choice, my hope is you will discover my experience and talents to be beneficial. Throughout my career, I’ve juggled many roles on a daily basis. Including my most recent experience as a Clinic Office Manager, I have been consistently proven successful at managing staffs and operations, cultivating long-term relationships with customers, co-workers and vendors alike, and being an integral part of growth within thriving businesses. I hope you provide me with the chance to speak to you in person about opportunities within your company.

Sincerely,

A handwritten signature in cursive script that reads "Amy Olinger".

Amy Olinger
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KEY STRENGTHS

- Demonstrated experience managing time and competing priorities
- Effective and positive communication skills
- Proven success implementing and administering training programs
- Motivating staff to higher levels of performance
- Accurate and detailed bookkeeping, payroll, and sales reports

HUMAN RESOURCES EXPERIENCE

- Composed help-wanted ads, reviewed applicants, conducted interviews, and made relevant call-backs
- Revised training materials and implemented training systems and protocols
- Answered reference calls, verification of employment forms, and handled first reports of injury
- Administered employee reviews
- Performed orientation of new staff to policies and procedures
- Designed systems to organize and maintain employee paperwork and files

OFFICE MANAGEMENT

- Extensive practice with Excel spreadsheets, Word, Outlook, Gmail, Yahoo, Orbital and NexTech scheduling software
- Assisted ownership and managers with daily operations
- Liaison of communication between management and staff
- Accurately completed daily bookkeeping, sales reports, cash handling and bank deposits
- Prepared a bi-monthly payroll, weekly invoices for accounts payable, and information for month end reports
- Oversaw maintenance contracts on all office equipment and managed office supply inventories
- Responded to customer, vendor, and staff emails and phone inquiries
- Attended manager meetings, took and distributed notes
- Booked lessons and organized billing for the Snow Sports department at a private home-owner's ski resort
- Entrusted to keep the Doctor's, and other provider's, schedules on time at the clinic

RESTAURANT MANAGEMENT

- Supervised floor shifts and executed the smooth flow of a restaurant with multiple dining areas and occupancy of 350
- Coordinated all banquet details including menus, contracts, and execution of events
- Trained front of house staff
- Generated weekly schedules for up to 50 employees
- Created incentives and contests designed to increase sales
- Managed reservation lists versus seating for walk-in customers
- Developed weekly menu promotions and daily specials
- Implemented an internal advertising program for local businesses
- Maintained staffing levels for two restaurants based on resort occupancy of one of the busiest ski towns in Colorado
- Oversaw all maintenance and upkeep of the grounds and cabins, and revitalized the café for a seasonal lake resort
- Hands-on training as a kitchen supervisor

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EMPLOYMENT

Clinic Office Manager

Montana Skin Cancer & Dermatology Center, Bozeman, MT

2013 – 2014

Office Manager/Floor Supervisor/Banquet Manager

Montana Ale Works, Bozeman, MT

2003 – 2013

Restaurant Manager

Breckenridge Cattle & Fish Co. and Breck's Lounge in the Great Divide Lodge
Vail Resorts Inc., Breckenridge, CO

2001 – 2002

General Manager

Battle View Landing Resort & Café, Henning, MN

2000 – 2001

Service & Training Manager/Kitchen Supervisor

Ciatti's Italian Restaurant, St. Cloud, MN

1999 – 2000

Bar Manager

McGee's Grill & Bar, Waite Park, MN

1996 – 1999

OTHER PROFESSIONAL EXPERIENCE

Piccolo and 3rd Flute

Bozeman Symphony Orchestra, Bozeman, MT

2005 – 2014

PSIA certified Level 1 Ski Instructor

SnowSports Help Desk

Yellowstone Club, Big Sky, MT

2006 – 2009

Personnel Manager/Piccolo and 2nd Flute

St. Cloud Symphony, St. Cloud, MN

1991 – 2000

EDUCATION

Bachelor of Arts in Speech Communication with a Music Performance Minor

St. Cloud State University– St. Cloud, MN