

NANCY ARSO
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OBJECTIVE

To obtain a professional and challenging position within a progressive, open and supportive working environment where I can work as part of a team as well as independently.

QUALIFICATIONS

- Detail oriented and be able to work effectively under pressure, within short time constraints and independently with little supervision.
- Ability to multitask, prioritize workload and work in a team environment.
- Excellent organizational, communication, problem solving and decision-making skills.
- Ability to delegate and motivate.
- Successfully handled complaints and grievances.
- Easily establishes rapport with managers, staff and clientele.
- Human resource experience.
- Handle responsibility resourcefully.
- Administrative, clerical and reception skills.

WORK HISTORY

Office Manager (2014)

Exodus Moving & Storage, Commerce City, CO

Maintain office services by organizing office operations and procedures; preparing payroll; controlling correspondence; designing filing systems; reviewing and approving supply requisitions; assigning and monitoring clerical functions.

Define procedures for retention, protection, retrieval, transfer, and disposal of records. Maintains office efficiency by planning and implementing office systems, layouts, and equipment procurement. Design and implement office policies by establishing standards and procedures; measuring results against standards; making necessary adjustments. Complete operational requirements by scheduling and assigning employees; following up on work results. Keep management informed by reviewing and analyzing special reports; summarizing information; identifying trends. Maintain office staff by recruiting, selecting, orienting, and training employees. Maintain office staff job results by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results.

Dispatch Manager (2010-2012)

Dispatch Supervisor (2008-2010)

Dispatcher (2006-2008)

Coach America Crew Transport, Bismarck, ND

Dispatch transportation for railroad crews across the U.S. Monitor drivers' DOT hours and update and maintain information in a database. Follow all guidelines as outlined by the railroads to ensure driver and crew safety.

Monitor the work flow and ensure calls are handled in a prompt and courteous manner. Communicate applicable information to drivers and customers, modify or cancel existing orders. Assist other team members with overflow. Monitor the creating of bills for each dispatch record and edit for accuracy. Work daily with department managers, field managers, operation managers, RR officials and provide assistance and resolutions in accordance with policies and procedures. Other duties include but are not limited to scheduling, performance reviews, training, auditing, etc. Team member of technology/software upgrade project for the company. Provide excellent customer service. Handle service related issues from field personnel and customers and escalate technical issues to appropriate department. Establish and maintain standard operational procedures related to job duties. Maintain informational resources.

Owner/Operator (2000-2013)

Independent Hairstylist, Bismarck, ND

Provide quality salon services to men, women and children in a relaxing environment. Attended management conferences, advance training classes and self-improvement seminars. Ensure safety compliance in the workplace. Handle accounts payables and receivables. Manage advertising and promotional materials. Monitor monthly spending and reconciliation for budget.