

# Cinda Ness

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## Education

- **Masters of Science in Management—concentration in human resources management**, Colorado State University - Global Campus, 2014
- **Bachelors of Science in Business Management—concentration in organizational leadership, one course shy of completing a second concentration in healthcare administration**, Colorado State University – Global Campus, 2012

## Associations

- **Golden Key International Honour Society**, member through Colorado State University - Global Campus, since 5/13/2013

## Professional Experience

### **Administrative Assistant/Database Administrator, CrossPoint Community Church, 10/2019 to 5/2022.**

- Manage database and any projects requested of me to complete.
- Train volunteers and staff on Planning Center system.
- Answer phones, send emails, and connect people to the right staff.
- Complete weekly and monthly reports, create weekly documents with staff, and protect confidential information.
- Handle any other tasks that are required by staff.

### **Business Manager, Ministry of Reconciling Peace, 01/2016 to 01/2017.**

Volunteered my time to aid business decisions in a non-profit corporation.

- Develop and implement strategies to increase knowledge with the board of the company and provide information in dealing with state and local governmental agencies.
- Assist the presidents and board in making decisions within the non-profit corporation regulations and how to promote their business for success.

### **Shift Supervisor, Burger King, 08/2012 to 07/2014.**

- Managed labor, provided conflict resolution, money management, food safety, and customer and employee safety.
- I was required to increase profitability and safety for all shifts.
- Performed recruitment and selection tasks and retention techniques daily.

**Sales Associate, Sears, 08/2010 to 07/2012**

- I learned how to retain customers, provide top notch sales, and fit within a team and as an individual.
- Consistently met or exceeded all sales and account goals.
- I learned how business decisions were made and adjusted accordingly through multiple business strategy changes.

**Customer Service Representative, Xpress Cash, 2008-2010**

- Managed the office in absence of the branch manager, open and closed the office, managed bank runs and money accountability.
- Performed marketing to increase profitability, performed collections, provided loans, followed all state laws regarding lending in the payday and title loan industry.

**Office Manager, Intermountain Self Storage, 2007-2008**

- Open and closed the office, provided storage unit basic security, assisted owners in account management, unit auctions, and collections on defaulted accounts.
- Assisted with marketing, financial management, unit preparations, and customer service of unit tenants.