

Heather Minton

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Objective: I am seeking a position which will allow me to utilize my varied skills as a writer, a counselor, an organizer and a tutor to the best possible use for the Portland community.

EDUCATION

MA, Pastoral Studies (May 2009) - Multnomah University, Portland, OR

BA, Mass Communications, (June 2004) - Linfield College, McMinnville, OR

EXPERIENCE

In-home, one on one tutoring April 2018-present

I am currently working as a tutor part-time with a 10-year old student who is transitioning from 5th grade home schooling to sixth grade at a private school. We focus on writing primarily (he is producing a picture book with my assistance), but we also cover history, grammar, geography, math, and other subjects as he is interested.

Administrative Assistant *Express Employment*, January 2016 - present (SME Inc., Pinnacle Properties, Dacon Industries, CHEP, Coldwell Banker Bain, Turner Construction)

I consistently provide excellent service to customers and coworkers in my assorted administrative roles. I am adept at managing the daily needs of offices large and small, and handling the needs of employee scheduling, mail distribution, phone screening, data maintenance, social media and copywriting and editing for business.

For all clients of Express, I provided the following:

- Greeted customers and provided excellent service
- Handled all office mail
- Screened all phone calls and guests to office
- Managed all data entry for outgoing work orders and office record maintenance

For specific clients, I provided the additional skills:

Coldwell Banker Bain:

Created all public-facing realty information for current listings, updated weekly Created individual marketing slides for each Realtor in office (40 agents)

Created weekly listings notices for all Realtors

Updated and streamlined file folder system for the office

Provided weekly updates to agents on required paperwork for current listings

Revised entire New Agent/Employee Handbook (230 pages)

Created individualized flyers for Realtor listings

Researched and ordered new hardware/products for office

Researched and interviewed vendors to hire new cleaning service and floral delivery for office

Maintained conference room scheduling, birthday calendar and special events notifications for office

Maintained office supplies

Pinnacle Properties:

Maintained and regularly updated property waiting list (500+ names)
Triaged daily maintenance requests
Managed scheduling of resident use of community rooms and tools
Provided property information to frequent new interested parties
Updated and maintained resident files

SME Inc.:

Added value to team of four in major adjustment period
Managed dozens of service calls daily for record keeping and billing purposes
Scanned and archived billing documents

Dacon Industries (shortest assignment, 2 weeks):

Basic billing and filing duties
Appointment setting for management staff
Updating of new hire files

Editorial Consultant *Anvil Tax, Inc.*, June 2014 - November 2014

Examined and reviewed early draft of “Anvil Tax Guide: An Ex-IRS Auditor’s Tips to Organizing Taxes”

Supplied detail-specific grammar and language changes to make book’s tone easily accessible to readership

Provided technical writing, editorial input and copy editing for “Anvil Tax Guide” through to completion

Created presentation content in the form of PowerPoint presentations and graphics • Wrote speeches for the author to present in public

Earned acknowledgment in the published “Anvil Tax Guide”

Crisis Management *Kelly Services*, October 2013 - May 2014

Maintained accurate database information for clients

Informed medical professionals of crucial product recalls

Updated official information pertaining to recalls

Spoke to individuals concerning personal impact of food recalls

Recorded accurate documentation of consumer medical events

Conducted pre-screening for multiple clinical trials

Admissions Advisor *American Intercontinental University Online*, June 2012 - March 2013

Conducted in-depth interviews with prospective students

Managed multiple pipelines of various student populations

Utilized sales techniques to motivate students to enroll

Displayed excellent written and verbal communication skills

Held students accountable to expectations

Admissions Counselor *InsideTrack*, June 2010 - August 2011

Managed roster of approximately 300 prospective and active adult students for Golden Gate University's bachelor program

Guided students through all stages of enrollment

Motivated students to progress through enrollment process

Counseled students through first three weeks of their program

Assisted students in time management, strategy, and problem solving
Successfully integrated with multiple departments at GGU

Media & Publications Coordinator *Compassion Connect*, Sept. 2008 - April 2010

Created monthly e-newsletter program (readership of 1,000; 60% open rate)

Formed Compassion Connect's first email database

Sparked social media campaign, maintained multiple accounts

Created dynamic copy for multiple arms of Compassion Connect

Hospitality Director *Compassion Montavilla*, Jan. 2009 - May 2009

Recruited over 150 volunteers for first-time health clinic

Coordinated all communication for non-medical volunteers

Managed Compassion Montavilla publicity via social media

Assisted in training sessions for volunteers

SKILLS: I have recently written my first children's book and am seeking publication, My other skills include copy editing and copywriting, marketing, social media, office administration, adult literacy training, and mentoring.

SOFTWARE: Microsoft Office Suite (Word, PowerPoint, Excel, Publisher), Sharepoint, Salesforce, Data/Donor Management software. Proficient with Macs and PCs, multi-line phone systems

SOCIAL MEDIA: Instagram, Facebook, Twitter, WordPress, Blogger, Tumblr, Pinterest etc.

PREVIOUS INTERESTS Stand-up comedy, Minds Matter mentor 2010-2013, Radio (Linfield KSLC 2002-2004) References available upon request