***Lynne Marie Mann***

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**440-654-5176**

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**Highlights**

**\*Project Management Procedures                                             \*Marketing/Public Relations skills**

**\*Office Management/Executive Assistant                                 \*Presentations and Public Speaking**

**\*Customer Service and Human Resources skills                     \*Training and Development skills**

**\*Inventory Control/Purchasing systems                                   \*English Teacher/ Mediator**

**\*Photographer/Make-up & Wardrobe Assistant                     \* Resident Inn Night Manager/Security**

**\* Languages spoken, some Spanish/Korean, read/write Spanish**

**Software Skills**

**MS Office, Excel, PowerPoint, MS Word,**

**MS Express, MS Outlook, Access, AmiPro**

**Lotus 1-2-3, Lotus Notes**

**OSST, ODDS**

**PASCAL**

**COBOL I**

**ORCAL**

**Education**

**DeVry University                                                                                1993**

*Bachelor of Science in Business Operations/Administration*

**President's and Dean's List**

**Projects: prepared an Integrated Management and Business Information System for several large companies.**

**Hocking College**

*Associates of Business Management*

*Associates of Retail Management*

**President's and Dean's List**

**Certifications**

***Marquis Who's Who in the World, America and Women 2000-2009***

**F.W.F.P.I (Florida Work Force Professional Tier I)**

**C.E.R.T. (Community Emergency Response Team-Federal Certification)**

**G.S. (Federal Government Service)**

**E.M.T.T. (Emergency Medical Technician Training)**

**L.P.N.T.  (Professional Nurses’ Training)**

**N.R.T. (National Ranger Training)**

**EPIK (Certificate of English as a Second Language of Korea Government)**

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**Experience**

**TeleTech (T-Mobile)                                                                         2008**

***Customer Service Representative***

Assist T-Mobile Clients via services, troubleshooting, payments and information about their cellular plan, upgrades or phones they would be able to purchase or have repaired. Utilized several programs to provide quality service; streamline, remedy Ariel and Internet

**Seoul Middle School                                                                2007- 2008**

***English-as-a-Second-Language Teacher***

Instructing middle school students in learning the verbal and written usages of the English Language.

Preparing various lesson plans that relate to weekly chapters of subjects and dialogues.

Creatively utilize various materials, through websites, videos, plays and created materials in basic conversational skills between one another and the instructor.

Create basic dialogues for the new English Café for real world conversations when traveling aboard or meeting a native English speaker, such as directions, checking-in to a hotel or the airport and shopping.

Working closely and happily with my co-teachers and school staff.

**Munsan/Paju Wonderland School                                                              2006- 2007**

***English-as-a-Second-Language Teacher***

Instructed pre-kindergarten to first-year high school students in learning the verbal and written usage of the English language.

Utilized various materials and constructively creative methods in teaching basic grammar to sentence and paragraph structure.

Was Foreign Teacher Mediator between new teachers and Korean teachers in settling disputes or minor problems with communications.

**LMDiva                                                                                                            2004-2006**

***Owner/Caterer***

Part-time make-up/hair artist, photographer assistant, massage, herbalist therapy, pie-maker.

**Wild Oats Inc.                                                                                      2005**

***Part-Time Cheese Associate***

Performed all daily operations in the cheese department including; working other departments to make displays to increase sales in mainly wine, cheese, and meat departments.

Inventory control.

Interacted with clients by assisting with cheese choices.

**SERS South Florida Work Force                                                                   2004**

***Food Stamp Program Assistant***

Created 60% data entry of all orientation, scheduling and follow-up of clients' information into OSST system for caseworkers.

* 50% copy, mailing, and updating system program information to clients.
* 5% provided information to clients and inner-office departments via telephone, computer, and personal meetings.
* 5% created resumes and providing transportation information and directions.

Created spreadsheets for medical and tracking information for department.

Organized all closed and open flies for three case managers.

Performed some case manager responsibilities when case managers were not available.

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**AmeriCorps VISTA                                                                              2003 -2004**

***IDA Grant Researcher/Humane Education Coordinator***

Interviewed and trained a team of four new VISTA members on various projects.

Established in contacting and networking with other agencies and private companies in achieving program goals.

Utilized 60% in successful grants research by contacting companies and foundations.

Successfully aided in career counseling, resume writing and placement of 15 clients in 3 months.

Collected $50,000 for programs from private and federal grants and various contributions.

Managed, lead, and trained 8 volunteers in redesigning and implementing the Humane Education program, as well as several other community projects.

**Randstad                                                                                             1997-2003**

***Executive Assistant***

Executed office agenda and acted as liaison for vendors and executives.

Assisted high-level executives and their management teams on a daily basis.

Provided daily reports, monthly expense reports, travel, and meal and transportation arrangements.

Effected in coordinating, arranging meetings, and scheduling appointments, deliveries, meeting/training rooms, and in-house productions of materials.

Performed supervisory, training and management experience in Fortune 500 companies.

Accomplished 30% of duties for office agenda and liaison for vendors and executives.

Surpassed the expectations in meeting the professional needs of the staff and visiting executives.

**R.J. Reynolds/Marlboro/Lazarus                                                                   1994-2003**

***Assistant Marketing/Public Relations Manager***

Assisted Regional Manager in daily operating duties.

Performed display integration, musical selection, inventory control, auditions of entertainers, opening and closing procedures, delivery and product distribution and special entertainment for nightclub lounge during concert events.

Executed negotiations as a liaison between clients, customers, entertainers, and vendors.

Fulfilled a notable 30% in hiring, training, hiring, and termination of employees.

**References Upon Request**