## Stacy Martinstacymartincreative@gmail.com I (336)478-7059 I Greensboro, NCProfessional Summary

Solution-oriented customer service representative and receptionist with 10+ years’ experience in county office, hospital, production, and retail settings.

## SKILLS

* Self-Motivated, dependable & organized
* Positive and solution oriented
* Performance driven with attention to detail & excellent customer experience
* Proficient in Microsoft Office Suite, Excel, Publisher, Libra, Epic, Slack, Front and Teams

## Work History

Market Advisor
July/2023 to Present High Point Market Authority

* Assisting call in clients with Furniture Market event planning & registration
* Working buyer call & email lists for coming events
* Maintaining client accounts & new prospect lists
* Use Slack, Front, Trello, Excel, Teams, Google Docs, Outlook

Artist
04/2021 to Present (part-time) Stacy Martin Creative - Greensboro, NC

* Original art, equine and canine portrait commissions
* Custom art pieces for home & office
* Invoicing, payments, sales & tax reports, Quickbooks

Team Lead
06/2020 to 04/2021 HealthPark Hospitality – Greensboro, NC

* Covid team lead in Emergency Department contracted for Cone Health
* Supervised three shifts of patient/customer advocate and Covid screening teams
* Used Epic software to assist patients and families, assisted with registration
* Assisted patients with health care technology, answered phones
* Trained and developed staff, ensured compliance with hospital ED policies.

Production Tech II
11/2018 to 06/2020 Herbalife International - Winston-Salem, NC

* Assistant lead on a food packaging line. Set up lines
* Ran and trained team members on 11 different packaging machines
* Documented & signed off on production records, data entry, ensured accurate records signed by others
* Continuing education classes in leadership and team building
* Worked with Quality Control in lab & on floor
* Assured compliance to SOPs, Good Manufacturing Practices and safety protocols

General Production Temp
06/2018 to 11/2018 Onin Staffing for Herbalife International – Kernersville, NC

* Ran packaging machinery
* Trained other employees on the packaging line & on safety protocols

Owner/Farmer
07/2005 to 06/2018 Yellow Wolf Farm – Todd, NC

* Raised rare breed livestock, provided breeding stock to other local farmers
* Sold meat to local, high-end restaurants and stores
* Established & maintained client accounts
* Worked one on one with local chefs to provide products to their specifications
* Taught classes on livestock management, husbandry and the business of farming, consulting

Goat Dairy Part Time
07/2005 to 07/2010 Heritage Homestead Goat Dairy - Crumpler, NC

* Packaged cheese & assisted customers at farmer's markets & special events
* Assisted in care and management of goat herd

Receptionist
05/2005 to 05/2007 Watauga County Humane Society – Boone, NC

* Assisted customers with adoptions, reclaiming pets, pet records, & problems with pets and wildlife
* Answered phones, processed all paperwork, collected fees , closed out cash drawers
* Compiled and ran animal shelter reports

Pet Resort Manager
04/2002 to 07/2005 Lucky's Pet Resort - Greensboro, NC

* Managed all operations of a large boarding, day care and grooming kennel
* Resolved customer inquiries and concerns
* Promoted brand loyalty through exemplary customer service
* Provided creative solutions as needed to insure the comfort and care of each pet
* Recruited, interviewed and developed team members

Veterinary Practice Manager
10/99 to 7/2002 Brassfield Animal Hospital-Greensboro, NC

* Managed a busy equine & small animal veterinary medical clinic, boarding and grooming facility
* Scheduled doctors’ surgery & appointments, organized & ran practice meetings
* Increased team member retention through continuing education, cross training & development
* Focused on providing an exceptional customer experience with each interaction
* Provided individualized solutions to clients based on their needs and their pet’s needs

Office Assistant
06/1994 to 10/1999 Guilford County Animal Shelter - Greensboro NC

* Assisted customers with animal surrenders & adoptions
* Completed & reviewed adoption paperwork with customers
* Assisted customers over the phone with procedures, ordinances & local pet care resources
* Entered data, compiled reports for shelter management, county management and shelter board

Retail Store Manager
5/90 to 6/94 American Greetings-Greensboro, NC

* Recruited & developed team members in a retail setting
* Provided an exemplary customer experience for every shopper in our store
* Merchandising and store changeovers according to season and holiday
* Set up new stores in surrounding cities and states

## Education

* North Carolina State University Pre-Vet /Animal Science
Ben L Smith High School Graduated Emphasis on biology, chemistry, English