

# Mara Olden

[LinkedIn](#)



Seeking an Recreation Support Specialist – Registration and Receptionist position that requires a detail-oriented team player who is self-motivated, possesses a proven ability to manage multiple projects and is a proactive problem-solver.

## Skills

- QuickBooks
- Microsoft Office - Word, Excel, Publisher
- Outlook, Gmail
- Google Drive, social media
- Website building
- Strong writing skills, prepare presentations, reports, and documents
- Committed to outstanding customer service
- Excellent organizational skills with high attention to detail
- Ability to multi-task and change direction quickly
- Creativity to solve problems
- Driven to streamline processes and improve efficiency
- Excellent attendance
- Accounts Receivable experience
- Some Accounts Payable experience

## Experience

10/19/20-1/14/21

### **Office Assistant (temp)/ The Right Staff, New Brighton**

Contracted by staffing agency to work on a temporary basis as an office assistant at local fire sprinkler installation company. Performed diversified office duties including, but not limited to: entering invoices from vendors in QuickBooks, maintaining files and filing systems, answering emails and managing assigned special assignments.

9/7/16-5/21/20

### **Office Assistant / Micro-Weld, Inc., Maple Grove**

Trained, lead and worked with office team to provide support to customers and welders. Utilize QuickBooks accounting program to prepare and submit customer invoices / packing slips, accounts receivables, investigated and solved accounting issues, purchasing, set up new customers, updated customer information and run reports. Greeted customers and couriers in receiving bay, answered incoming phone calls, prepared jobs for shipment, customer bill of lading, UPS and Spee-Dee. Responsible for purchasing welding and office supplies, filing, general office organization, maintain a variety of logs, records, and files. Operated office machines, such as photocopiers and scanners, facsimile machines. Generated accurate ISO 13485 Certificate of Conformance forms and packets. Responsible for Non-Disclosure Agreement, W-9 and Insurance document communication.

2004 – CURRENT

### **Business Owner / Dragonfly Adornments, Coon Rapids**

Design and create beaded jewelry and fused glass pendants as well as accessories. Consigned designs at Artistic Treasures in Andover, MN and Chema Malu in Anoka. Currently sell items on Etsy.

2015 – 2016

**Substitute Secretary / Anoka Hennepin School District, Anoka County**

Responsibilities include greeting visitors, visitor security, Synergy, Aesop, attendance, answering phones, filing, copying, typing, clerical, data entry, laminating, flyers, forms, labels, and mailings.

2012 – 2016

**Personal Assistant / Brandi McMurray, Coon Rapids**

Responsibilities include running sales reports, sending birthday cards, labeling product, running errands, making travel plans, setting up for team meetings, creating flyers and forms.

2007 – 2014

**Retail Sales Associate / Artistic Treasures, Andover**

Provide customer service to the clientele of a local gift store. Responsible for creating store displays, stocking product and inventory.

2003 – 2005

**Customer Service/Freelance / Cloud 9 Design, Osseo**

Provided customer service and informational packets to potential customers via company website. Created and organized new filing system for office and maintained customer database. Recreated product samples for current customers and sales personnel from home.

2001 – 2003

**Retail Sales Associate / Creative You, Brooklyn Park**

Provided customer service to the clientele of a local scrapbook store. Answered questions and taught techniques to crafters. Responsible for pricing, stocking and inventory.

1996 – 2000

**Customer Service Coordinator / Clover Super Foods, Roseville**

Supervised customer service department and furnished inside sales support. Provided potential and current clients with detailed product and pricing information. Set up accounts and instructed customers on correct ordering procedures. Resolved customer complaints and acted as credit manager for product returns. Responsible for finding new products to add to the company product line. Set up new products in the company software with item numbers, descriptions, pricing and reorder information. Created monthly newsletters, product brochures, internal customer service forms and company product reference guide.

1995 – 1996

**Inside Sales Representative / Beckman Produce, St. Paul**

Supported sales representatives in handling customer service requests. Provided customers with extensive product information concerning produce, dairy, nuts, etc. Made necessary arrangements for customers to receive timely shipments.

1993 – 1995

**General Manager / Cousin's Submarines Inc., Apple Valley**

Responsible for control of food costs and preparation of daily accounting and bookkeeping reports. Hired, trained, and supervised up to 15 store employees in a variety of business operations. Placed in charge of special corporate training team for Cousin's franchises. 1991 – 1993

**Head Manager/ Blimpie Subs and Salad, Chandler AZ**

Responsible for control of food costs and preparation of daily accounting and bookkeeping reports. Hired, trained, and supervised up to 15 store employees in a variety of business operations. Placed in charge of special corporate training team for Cousin's franchises.

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## Education

MAY 1991

### **Northern Arizona University / Bachelor of Science, Flagstaff AZ**

Concentrated on business management and hospitality skills. Instructed 80 students in hotel housekeeping duties for on-campus hotel. Front desk reservations customer service. Trained students for university restaurant. Courses taken include Hotel and Restaurant Engineering, Business Statistics, Marketing, Restaurant Design and Menu Planning.

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## Activities

### Clubs/Volunteer work

MOMS Club of Coon Rapids - North, MN (Non-profit) – volunteered 2002 – 2015

Newsletter Editor for 7 years

Executive Board Secretary for 5 years

Multiple fundraisers and community service projects

Volunteered at local elementary school from 2006 to 2013.

Classroom and events

Yearbook team

Fundraising events

Marching Band Boosters from 2013 – Present

Rehearsals and field show competitions

Uniform care and fittings

Registration, volunteers and fundraising

Booster President (2016/2017 and 2018/2019)

Booster Board Member Current

Coon Rapids Women of Today

2018-Current