

Valerie M. Wierenga

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PURPOSE:

Seeking a position that will utilize my education, organizational and analytical skills. Strong ability to coordinate multiple activities for a single purpose or deadline. Work well in a fast paced environment and have extensive experience in providing world-class customer service and teamwork.

EMPLOYMENT:

Summer 2004-Current **Olive Garden** **Kentwood MI; Louisville, KY**
Certified Trainer; Server

- Perform managerial oversight of employees when needed
- Help qualified employees improve job performance
- Plan, coordinate, present and monitor training activities
- Assist managers' in the identification of the restaurant's training needs

Fall 2008-2009 **Bullitt Turf Services II /Mini Storage** **Louisville, KY**
Administrative Assistant

- Improved accuracy of service routing system
- Accounts receivable / payable
- Bad debt collections
- Management and account record keeping with daily bank deposit
- Managed both offices during owner's extended absence
- Frequent use of Excel for mini storage record keeping

Spring-Summer 2008 **Power Staffing** **Louisville, KY**
Measured Progress; Assessment Evaluator

- Reading and scoring primary and secondary standardized achievement tests
- Daily qualifying and maintaining of accuracy standards to score
- Analyzing student's accuracy and essay responses

Summer 2002-2004 **Rosie's Cantina** **Huntsville, AL**
Server; Bartender

- Correct and timely customer service; customer satisfaction
- Customer and co-worker interaction/teamwork
- Accurate and speedy management of cash and credit purchases

Spring 2004 **Redstone Federal Credit Union** **Huntsville, AL**
Financial Service Representative I

- Received, paid out and kept records of money in financial transactions
- Provide teller transactions quality and efficiency to members who prefer face-to-face interaction with the credit union
- Ability to uncover members' needs beyond the immediate transaction and successfully transition the member to the appropriate source to address the need

EDUCATION:

University of Montevallo

2002 – Bachelor of Arts in Business Administration/Finance

ACCOMPLISHMENTS:

Career: Certified Trainer (2005-Current)

Academic: Dean's List (2002)

Leon Davis Scholarship Award (2002)

Gulf South Conference, All-Academic Team (1998-2002)

Athletic: Women's Soccer (1998-2002)

Gulf South Conference, All-Conference Team (1998)

