

# STEPHANIE COOK

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## Professional Experience

April 2015

ADMINISTRATIVE ASSISTANT/DISPATCH US FREIGHT TRANSPORT

- Perform ongoing clerical duties such as [managing supply inventory, preparing presentations, organizing meetings, and arranging executive travel]
- Manage [digital and physical] filing systems for all departments
- Provided comprehensive support to the OWNER, including [calendar management, visitor tracking, food ordering, and managing phone calls]
- SEARCHED FOR LOADS AND CONTACTED BROKERS TO BOOK LOADS
- DISPATCHED DRIVERS
- PERFORMED PAYROL PAPERWORK

July 2021 - April 2023

MANAGER/STYLIST FANTASTIC SAMS

- Hired, trained, and supervised a team of 8 stylists
- Developed and executed creative marketing and customer service strategies
- Assisted in visual merchandising and store layout to optimize sales
- Developed and maintained relationships with vendors and suppliers
- Analyzed sales performance and trends to develop strategies for improvement
- Provided styling advice and recommendations to customers
- Developed and implemented comprehensive training programs for stylists

October 2013 - June 2019

RECEPTIONIST THE AUTO CLINIC

- Welcomed visitors and directed them to the appropriate staff member
  - Answered and directed incoming phone calls
  - Scheduled and confirmed appointments
  - Processed payments
  - Performed administrative tasks, such as filing and faxing
  - Maintained the reception area in a neat and orderly manner
  - Ordered supplies and restocked inventory
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## Education

September 2000 - June 2004

HIGH SCHOOL DIPLOMA in ARCHITECTURAL DRAFTING/RADIO BROADCASTING BENSON  
POLYTECHNIC HIGH SCHOOL, PORTLAND, OR

- Developed and produced radio broadcasts for local radio station
- Created complex architectural drawings for residential and commercial projects
- Utilized AutoCAD and Revit to create accurate drawings

September 2010 - May 2013

COSMETOLOGY in HAIR DESIGN STUDENT PHAGENS, PORTLAND, OR

- Proficient in using various hair styling tools and products
  - Familiar with all aspects of hair design, including styling, coloring, and cutting
  - Consistently met and exceeded daily production goals
  - Provided exceptional customer service to clients in a professional and friendly manner
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## Key Skills

CUSTOMER SERVICE  
MICROSOFT WORD  
MARKETING