

OBJECTIVE

Leverage my skills and qualifications in business to benefit an employer in the field of Logistics.

SUMMARY OF QUALIFICATIONS

- 7 years of experience satisfying customers and employers with exemplary customer service skills.
- Scenario analysis and development strategies for business growth.
- Creating and maintaining strong relationships with clients, potential clients and the community.
- Living and working abroad: Korea and Canada; facilitation of customs logistics with Canada.
- High proficiency with computer systems, Microsoft Office and Web Design.

WORK HISTORY

2007-Present General/Office Manager Anchor Appraisal, Federal Way, WA

- Successfully planned and implemented business growth for a new firm.
- Administered all aspects of daily operations including client relations, advertising, marketing, accounting, finance, account negotiation and policy enforcement; scheduling was very important as well.
- Identification and analysis of problem areas to improve operational and organizational efficiencies.
- Initiated work order process flows to provide clients with the fastest, most accurate results possible.

2006-2007 Teacher/Instructor YBM ECC Academy, Daegu, Korea

- Timely and accurate preparation of lectures, academic materials and grade reports.
- Task coordination with staff, group decision making, parent teacher and partner teacher meetings; creating ideas and facilitating group discussions with staff and supervisors for new curriculum.

2004-2005 Tour Director Holland America Line, Anchorage, AK

- Facilitation of tour logistics; speaking effectively in front of large groups; managing intricate details for large groups of people; maintaining a high level of customer satisfaction.

1998-2004 Customer Service/Asst Mgr. UPS Store, WWU, Starvin' Sam's

- Small-scale shipping and receiving, order tracking, sales, register work, customer service.

EDUCATION

B.A. Business Administration—Int'l. Business, Western Washington University, Bellingham, WA (2003-05)

- Secondary Concentrations: Marketing and Spanish Language

A.A. Business Administration, Highline College, Des Moines, WA (2001-03)

LEADERSHIP EXPERIENCE

- Entrepreneur, Anchor Appraisal (2007-Present)
- Ambassador, Federal Way Chamber of Commerce (2007-Present)
- Elected Student Government, Highline College (2002-03)

Owen Hunter Wagenhals
