

Kay Cleaves

Kaycleaves.com/contact

OBJECTIVES: Rapport and connections expert seeks part time or full time leasing agent or real estate position to supplement emerging web development service efforts. Looking to expand understanding of advanced sales techniques and experience when dealing with clients from diverse backgrounds, while utilizing an untapped love for exploring new living spaces.

EXPERIENCE: **9/2003 - 9/2004: Foodstuffs, Evanston, IL**

Assistant Technical Support

Multidepartmental support for a gourmet food store and caterer.

- Design and maintain all outgoing marketing materials, including website, flyers, signs, menus and coupons.
- Maintain recipe database and analyze for nutritional information.
- Process incoming invoices and stock transfers.
- Write and edit monthly intra-company newsletter.
- Hand enter monthly inventory for five stores and kitchen.
- Support duties to kitchen staff including production tracking and analysis of weekly prepared foods.
- General clerical support.

6/2002 - 4/2003: HigherEdJobs.com, Chicago, IL

Operations Clerk

- Data entry for A/P and A/R using Oracle Small Business NetLedger for a high-volume internet job posting site
- Collections on past due accounts, with a solid record of results
- Preparation and submission of basic tax forms
- Learned required tasks in 50% of the allotted training period.
- Repeatedly praised for speed and diligence.

10/1999 - 6/2003: Freelance, Chicago, IL

Production Stage Manager

- Coordinate onstage and backstage aspects of production for live theatre
- Maintain artistic vision of directors and designers during long production runs
- Perform basic technical upkeep on scenery, electrics, costumes, and sound equipment
- Supervise backstage staffs of up to 8 members
- Provide literary revisions to new works by request
- Train understudies and replaced performers and backstage crew members
- Instructed Chicago youth about stage management through a not-for profit outreach program
- Frequently requested for repeat contracts with previous clients due to creative suggestions and superior organization skills

10/1999 - 10/2001: Capstone Consulting, Chicago, IL

Office Manager/Director of Communications

- Sole Administrator/Office manager for a boutique Retained Executive Recruitment and Strategic Business Consulting firm.
- Website Design and Maintenance.
- Performed clerical duties for the Partners' condominium association as and

- served as a personal assistant as necessary
- Prepared and edited all correspondence, candidate resumes and backgrounds, presentations, survey results, and general business documents
- Assisted with coordination of materials for defense of the Partners in a civil suit.
- Researched for legal, accounting, and manufacturing recruitment candidates and client leads
- Skills with survey result interpretation allowed Partners to increase value of Strategic Consulting projects by 10%
- Software required included Word, Power Point, Excel, Survey Genie, Pagemaker, FrontPage, ACT!, and Outlook

1/1997 - 6/1998: Brown University, Providence, RI

Dispatcher/Driver, Brown Police Department, Student Security (SSO)

EDUCATION:

5/1998: Brown University, Providence, RI

Bachelor's Degree

- Theatre Arts/French Literature Double Major; World Mythology and Folktales Minor

SKILLS:

Windows, Mac, Linux-Debian
 MS Office w/ Access
 Fireworks, Pagemaker, The GIMP
 Dreamweaver, Frontpage
 HTML, PHP, MySQL
 Outlook, ACT!

Bilingual: English & French
 Internet Research
 Data Entry
 Staff Coordination & Negotiation
 Creative & Technical Writing
 Event or Project Planning