

Scarlett L. Burfeind
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Goal oriented, dedicated & resourceful with problem-solving. Provide excellent communication and combined experience and skills. Adaptable, able to learn and master new skills quickly to become an asset to any team.

Caretaker for Premier Properties 2018-present

Duties & Achievements:

- Working directly with homeowners and reservation office to clean, supply, prepare and turnover vacation homes
- Deep cleaning homes and arranging repairs from qualified contractors as needed.
- Maintaining calendar and scheduling
- Communicating and assisting guests during their stay.
- Hot tub maintenance and servicing
- Invoicing, Supply ordering
- Building relationships and maintaining communication and availability

Server & Bartender for Stray Dog Cantina & Hotel St. Bernard 2016-2018

Duties & Achievements:

- Skilled in basic bartending and serving beverages to guests and patrons
- Knowledge of standard operating procedures in the bar industry
- Well-versed in presenting bill and accepting + beverages, wines & glassware
- Valid New Mexico Server License New Mexico Servers
License #327700 Exp: 02/20/2019
- Natural ability to greet patrons, present menus, make suggestions
- Hands-on experience in taking orders and relaying to kitchen and bar staff
- Able to assist guests in menu selection, and provide accurate and detailed information
- Reorganized beverages inventory procedures, shortening process time by 30%
- Trained and coordinated activities of up to 5 other servers, whose efforts resulted in raising profits 40%
- Excellent customer service and team-work helping to create a fun working atmosphere and a strong team

Consulting services 2015-2017

Duties & Achievements:

- Work directly with professionals, to streamline processes
- Bookkeeping, reconciling, accounts payable & receiveable
- Creating social media presence to generate new business
- Scheduling and maintaining calendars
- Personal assistant services

Operations/Executive Admin for Baseline MOCON Inc 2008-2015

Duties & Achievements:

- Supervise entire order process, working with production and sales
- Direct executive support
- 10years client management experience, including client relationship management and retention
- Proficient with word, adobe, excel and outlook programs.
- Excellent interpersonal communication skills
- Improved aged receivables by 20% year over year in collections and account management
- Responsible for updating, organizing, and auditing quality management system per ISO 9001:2008 (certified internal auditor 2014)
- Resolved 8 year internal audit findings and vendor billing issues
- Increase in efficiency 17% year over year implementing procedures to streamline entire order process
- Assisted in creating and implementing procedures for a93% decrease in days from shipment to invoicing year over year
- Increased efficiency 40% year over year with new accounts payable entry and tracking procedures
- Contributed to revenue increase of 48% year over year average with sales and marketing
- Solely responsible for scheduling, reporting, and distributing commission payments to the sales team according to product group, region, and budgeted goals
- Increased successful collections on past due accounts by 30% year over year