

Patricia Shea Cunningham

Education

Old Dominion University
Senior pursuing B.S. of IDS- Professional Writing

current

Professional Certifications

American Red Cross Lifeguard and First Aid
American Red Cross CPR/AED for Lifeguards
YMCA Lifeguard

valid through SEP 2014
valid through MAY 2013
valid through JUN 2013

Skill Summary

Planning & Management

- Plan business, recreational, social, and fundraising events of up to 700 attendees
 - Meet with clients, access needs, plan menu, room set-up, equipment needs, and staffing
 - Hire speakers, entertainment, and instructors
 - Set up, maintain, and manage online event registration
 - Choose venue and menus
 - Work with printers regarding marketing and instructional materials
 - Write payment requisitions and purchase orders
 - Order supplies and gift items
- Manage \$75,000 budget
- Train and schedule up to 50 employees
- Plan and facilitate recreational programs for youths and families
- Schedule events and classes
- Plan curriculum and games

Teaching and Instruction

- Teach infant to adult swimming lessons
- Teach deep-water aerobics
- Coach youth swimming
- Provide technical support to speakers
- Instruct new and struggling employees regarding quality customer support
- Train department heads and executives regarding customer service procedures
- Employee safety training

Marketing and Writing

- SITREPs, LOGREPS, PERSTATS, & MFRs for Government Contractor
- Write news releases and marketing emails
- Proof and edit all conference-training materials
- Write speaker, instructor, and adjunct professor contracts

Professional Experience

Administrative Specialist, KBR Inc., Isa RBAF base, Bahrain

OCT 2012 – MAY 2012

Prepare Complex reports using numerical, statistical, and financial analysis for U.S. Military Contractor.
PRIDE Award
Part of team awarded "Excellent" rating by AFEB

Aquatic Staff, YMCA of Pierce-Kitsap Counties, Lakewood, WA

MAR 2009 – Sep 2011

Lifeguard, teach, and coach swimming

Achievements:

- Most highly requested swimming instructor
- Consistently exceed expectations for monthly physical fitness and skill assessments

Conference Coordinator, TRAIN Consortium, Pierce County WA

FEB 2007- JUN 2008 & JAN - APR 2010

Plan public sector training conferences for executive, supervisory, support, and field staff

Achievements:

- Every conference was booked to capacity
- Conferences consistently paid for themselves, while remaining within WA State budgetary law (no profit allowed)

Customer Service Specialist II, Amazon.com, Tacoma, WA

SEP 2000- FEB 2004

Executive and escalated problem resolution

Achievements:

- Consistent site leader in quality scores
- Operational Excellence Team
- Site mentor: training new and struggling employees in quality standards
- Train executives and department heads in customer service procedures

Director of Guest Relations Orcas Hotel, Orcas, WA

MAY 1999 – DEC1999

Resident Manager of 12 Room Hotel, restaurant and bakery as well as supervise parties and weddings

Achievements:

- Hotel consistently at 100% occupancy during my tenure
- Solved problem of all guest transportation while ferry dock undergoing emergency repairs

Event and Bar Manager Tacoma Club, Tacoma, WA

MAY - SEP 1992 & SEP 1993 – FEB 1999

All aspects of event planning from meeting with client, scheduling labor, room set up and tear down

Bar and beverage management including inventory and cost control as well as ordering and promotion

Achievements:

- Reduced liquor cost by 5% within three months, without commensurate increase in drink cost for members
- Consistently earned both low liquor cost and labor cost bonus

Technology

- MS Office Suite
- HTML
- CSS
- Adobe Connect
- Flash, InDesign, MS Paint
- Various online registration programs
- UNIX, Windows, & Mac OS X

Volunteer

- Pierce County Humane Society
- Boys & Girls Clubs of South Puget Sound