

AMY LOTSBERG

Minneapolis, MN 55416

amylotsberg@gmail.com 612-670-2287

Experienced, detail and process-oriented, tech savvy operations administrative professional who brings a diverse background in office management and executive support, as well as marketing, and human resources. Able to work remotely.

SOFTWARE/COMPUTER/OTHER SKILLS

- Power-user of Microsoft Suite: Excel, Word, PowerPoint, Publisher, and Outlook as well as Google Suite (Docs, Sheets, Slides, Calendar, Gmail)
- Databases: Virtual Edge/ADP/Paycom (HR) Northstar (Club CRM), and Bullhorn (staffing CRM)
- High level of understanding of social media networking sites: LinkedIn, Twitter, Facebook, YouTube, Instagram
- Experience with HTML programs: Dreamweaver, HomeSite, Coffee Cup, Alley code
- Experience with creating newsletters and surveys using Mail Chimp and Survey Monkey
- Experience with Adobe InDesign, Photoshop, Illustrator, and Acrobat Standard (creating fillable forms, etc.)
- Other design software such as Serif: Page Plus, Draw Plus, Corel's PaintShopPro and other graphic software
- Camtasia Studio versions 6-8 (video editing software)
- Audacity (audio editing software)
- Administration of Zoom
- Internet Browsers (Mozilla Firefox, Internet Explorer, and Chrome)
- WordPress blogging
- Completed over 30 courses through Pryor Learning on the following topics: Human Resources, Marketing, Writing/Grammar, Microsoft Suite, Office Management, and Business Administration
- Podcast Production and Marketing

WORK EXPERIENCE

Owner

Whimsical Productions/Collected Sounds - Minneapolis, MN

January 2000 to Present

I created this company to offer web design and consultation services. I also created the website, Collected Sounds, which is dedicated to promoting independent musicians and more recently, podcasts. The pandemic and the year 2020 brought the resurgence of the foodie blog, Noodlehead Eats with associated social media. Also I've produced two podcasts under the Collected Sounds Network umbrella: Collected Sounds Stories, and Volsteadland.

Executive Administrative Assistant

The Minneapolis Club - Minneapolis, MN February

2017 to April 2020

- Managed and organized all member committees (12) that were part of the Minneapolis Club:
- Maintained each committee's schedule, member roster, charters/rules, attendance, and vision.
- Prepared agendas, distribute materials (pre-and at meetings), took accurate notes, and distributed minutes.
- Worked with committee chairs to maintain their committee's quality of membership and purpose.

- Maintained a complete calendar of events and appointments for the General Manager of the Club.
 - Performed administrative duties and general office tasks for the Executive team to include scheduling meetings and appointments, and internal and external correspondence.
 - Created, designed, and distributed the monthly employee newsletter
 - Assisted with HR-related services, including job postings, and organizing candidates.
 - Managed employee anniversary and birthday policies and procedures (posters, raffle, gift cards).
 - Scheduled and participated in all weekly management staff meetings, prepared agendas, took accurate notes and wrote and distributed minutes.
 - Conducted research projects and created reports as needed.
 - Advised and brainstormed on the marketing team and attended all marketing meetings.
 - Created operations procedures and tutorials for staff training.
 - Conducted training for coworkers on software systems, policies, and best practices.
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Branch Operations Administrator

Signature Consultants - Minneapolis, MN

June 2014 to February 2017

Responsible for all aspects of administration and operation of the Minneapolis branch of Signature Consultants, which was at the time, the 15th Largest Staffing Firm in the US.

- Supervised the Administrative Assistant/Receptionist.
 - Effectively prioritized workload to support a team of more than twenty sales managers and recruiters.
 - Worked with Branch Manager to streamline daily operations and processes; enhancing productivity throughout the branch.
 - Owned the entire HR on-boarding process of consultants and internal employees in the Minneapolis area.
 - Gathered compliance documents from 3rd party vendors for placement of their employees at clients' job sites.
 - Worked with Compliance Teams to properly complete a multi-stage process for on-boarding at 100% compliance with Do No Harm policies set forth by Signature's clients.
 - Responsible for completion of all I-9 and E-verification for all consultants.
 - Responsible for submitting background and drug screens and follow-up on outcome as needed.
 - Dedicated to consultant care and ensuring consultants have an excellent experience with Signature.
 - Help consultants with benefits, payroll/time entry, and other issues that arise while they're placed with Signature.
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IT Office Support Specialist

Software Dimensions (IIST) - Golden Valley, MN

February 2013 to December 2013

- Acted as online training center administrator, processing registrations, grades and certificates.
 - Produced and edited online courses (editing video for quality).
 - Edited and produced course materials for public training events, and shipped to event locations.
 - Managed social media for the company.
 - Provided technical support and customer service via phone, Skype and email.
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Administrative Specialist/Marketing

NAI Everest and CBC Griffin Companies - Minneapolis, MN January 2008 to

February 2013

- Administratively supported all the agents and brokers at the company, and performed other various general office management tasks.
- Maintained company website, and designed a few "extra" websites using Word Press.

- Completed marketing for the properties: Designed flyers, eBooks, websites, postcards, presentations, etc. as well as some company marketing, especially Social Media (Facebook, Twitter, YouTube, etc).
- Wrote press releases and distributed them to local media as well as tracked press coverage.
- Wrote processes and tutorials for the purpose of leading training for other individuals.
- Coordinated all of the activities involved in advertising, listing, sales, and closings of properties.
- Maintained database of all listings to track expirations.
- Scheduled meetings and workshops.

EDUCATION

Major: Bachelor of Science in Child Psychology

University of Minnesota - Minneapolis-Saint Paul, MN

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