

Ashley Christiansen

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Character Traits

- Experienced manager with strong leadership and relationship-building skills.
- Action oriented with strong ability to communicate effectively with an array of audiences.
- Very ambitious and customer-focused at all times.
- Excellent client and project Management skills.
- Extremely organized
- Fast learning
- Creative problem solving
- Excellent with Conflict resolution
- Meets deadlines
- Proficient at Schedule management
- Self-starter
- Extreme attention to detail
- Team builder and player
- Personal and staff motivator
- Commitment to quality and service
- Performs well in high-demand fast paced environments
- Customer friendly
- Computer proficient

Relevant Experience

Customer Service

- Developed long-term relationships with customers which increased repeat business.
- Consistently recognized by management for providing superior customer service.
- Managed high turn-over rate while maintaining quality service.
- Earned highest marks for customer satisfaction, company-wide.
- Up-sold products and motivated customers to upgrade current product plans.
- Responsible for handling customer account inquiries, accurately providing information to ensure resolution of product/service complaints and ensure customer satisfaction.
- Developed and implemented training program to be launched for all new hires
- Developed and implemented training video used for all new hires
- Created Standard Operating Instructions for all staff

Leadership

- Served as key contributing member to Leadership Team.
- Supervised employees to monitor sales activity and goal achievement.
- Interviewed, hired and trained team members, increasing department productivity and profit by 18%.
- Facilitated success of new employees by scheduling training, answering questions and processing paperwork.
- Successfully trained staff in all office systems and databases, policies and procedures while focusing on minimizing errors and generating superior results.
- Developed and Implemented Standard Operating Procedures for all level of staff
- Created, maintained, and supervised training programs for all level of staff

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Experience

Ashford University

San Diego, CA

August 2017 - Current

Pursuing BA in Communications

- Actively enrolled and attending courses with Ashford University in pursuit of BA in Communications online. Currently maintaining 3.78 GPA with scheduled graduation date of April 2021

Kinekt

Santa Rosa Beach, FL 32459

May 2016 - August 2017

Business Development Manager

- Responsible for development and implementation of all training materials as authorized distributors for pharmacogenomics and other genetic testing options offered to physicians.
- Responsible for all hiring for operating 6 states, terminating, weekly reports, lead follow up, decimation of policy changes, and coordinating certification requirements
- Created all training material
- Was appointed primary contact for all communication from distributing company
- Conducted routine training with staff via video conference

Transmet West Pizzeria

Athens, GA 30605

May 2014 - May 2016

Owner and Operator

- Responsible for all daily operations to include, but not limited to, training, hiring, firing, scheduling, menu development, accounting, and quality control,
- Maintained all required licenses ensuring business remained in good standing
- Developed Standard Operating Procedure for all positions within restaurant
- Maintained positive relationships with community and guests
- Founded Operation Red Black & Blue raising funds and collecting non perishable goods for the identified 500 homeless children within the city serving all 22 schools within the district.
- Presented with the Citizen of the Quarter Award from Athens Clarke County for my joint work with the Police Department on Operation Red Black & Blue

Firehouse Subs

Athens, GA 30606

October 2012 - Nov 2014

General Manager/General Training Manager/Marketing Manager

- Responsible for scheduling, ordering, cost control, customer satisfaction, quality control, training, hiring, terminating, weekly cost report, meeting deadlines, conflict resolution, and schedule review for other locations
- Recognized above my peers and selected as the General Training Manager
- Developed, created, and implemented a training program for all new hires on every level from crew to management
- Achieved and maintained highest overall customer satisfaction within my district
- Developed and certified crew members promoting from within 3 Shift Leaders and an Assistant Manager
- Scored a 101 on required General Manager Certification earning the highest score within my district
- Conducted all final interviews for district and responsible for all crew member and management training and certification for district
- Raised catering sales by 4% within district
- Responsible for all Local Store Marketing within the district establishing and maintaining

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- positive professional relationships within the community and repeat business
- Acting Marketing Manager for the district working directly with corporate to create advertisement run within the community
- Most recently assigned to store lacking in customer satisfaction to improve operations and guest relations

United States Army

June 2008 – June 2012

Fort Eustis, VA 23608

Non Commissioned Officer In Company Office

Served as Rear Detachment Human Resources Manager.

- Processed personnel actions for 234 Soldiers including two units deployed to Iraq.
- Processed Non-Commissioned Officer Evaluation Reports, Awards, and daily personnel Status Reports.
- Utilized organizational skills and attention to detail which resulted in the section receiving commendable ratings in eight out of eight areas during annual inspection.
- Selected as the Command Section Manager during this period and monitored all personnel actions.
- Monitored all calendar events for the Senior Management.
- Served as the company's medical reporting clerk, tracking all medically non deployable personnel and maintaining a 100% accuracy of medical readiness for the unit.
- Provided quality, scenario-driven training for Soldiers and Leadership during numerous Sergeants' Time Trainings and Pre-Deployment trainings.
- Attention to detail and exceptional work ethic resulted in 100% of personnel actions being accurately prepared, tracked, and processed for 280 individuals.

RiverStar, Small Business conducting day trading in the stock market. January 2007 - March 2008

Watkinsville, GA 30677

Executive Assistant

- Responsible for billing, and scheduling.
- Coordinated all business meetings for RiverStar executives and employee events.
- Aided with the planning of large scale events such as the M & K Foundation annual fund raiser and providing exceptional service for over 500 community members.

Zaxby's

November 1999 - December 2005

Watkinsville, GA

General Manager

- Hired as cashier and rapidly promoted into management position in one year due to high quality and timeliness of reports, attention to detail, exemplary customer service and team-player attitude.
- Transitioned from franchise owned into the corporate owned portion of the company in 2001.
- Coordinated closely with other General Managers and District Managers, creating and implementing new training programs to be used throughout the company.
- Developed and rolled out new policies.
- Hired and trained staff for stores located throughout Georgia ensuring the highest standards were set and maintained.
- Increased productivity by developing, initiating, and managing incentive programs for employees while succeeding in boosting company morale.
- Reduced and controlled expenses 5% by creating inventory trackers later used district wide.
- Systematically increased office organization by developing more efficient filing/documenting system.

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Notable Accolades

Citizen Of The Quarter/Active Citizen Award 2015

- This award is only given to one citizen each quarter of the year. This particular award was presented to me for “Distinguished Service to the Police Department and the Citizens of Athens-Clarke County, Georgia” Specifically given for organizing food drives for families in the community in need of assistance. I created a drive called “Operation Red Black and Blue.” This provided food to underprivileged families during the holiday and school break when a number of children are unable to receive meals they count on. I again spearheaded this drive to provide meals and necessary school supplies. I partnered with the Police Department in order to show another side of the department and in an attempt to show the community what community oriented policing was all about.

Army Accommodation Medal

- Provided for exemplary service during active duty time served with 611th Seaport Operations Company

Army Achievement Medal

- Provided for creating and presentation of suicide prevention course for Brigade wide safety brief

Army Achievement Medal

- Provided for exemplary work during 7th Sustainment Brigade deployment training