



Shayla M. Duke

Administrative Expert and Executive Support Specialist

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VOLUNTEER EXPERIENCE

<i>HeadStart</i>	<i>Free Geek</i>
<i>Policy Council</i>	Portland, OR
Eugene, OR	2005 to 2007
2016 to Present	<i>Blachley House</i>
<i>Portland Parks & Recreation</i>	Portland, OR
	2003 to 2004
K'unamokwst Park	<i>WOW Hall Center</i>
Planning Committee	Eugene, OR
Portland, OR	2001 to 2003
2012	<i>Special Olympics</i>
<i>SEIU Local 503</i>	Bend, OR
Portland, OR	1996 to 1997
2008 to 2011	<i>Hospice Center of Oregon</i>
<i>Old Library Studio</i>	Bend, OR
Portland, OR	1994 to 1995
2010 to 2011	<i>Habitat for Humanity</i>
<i>Oregon Food Bank</i>	Bend, OR
Portland, OR	1993 to 1994
2010	<i>Humane Society</i>
<i>Fairy Festival</i>	Portland, OR
Portland, OR	2006
2007	<i>Spun Academy</i>
	Portland, OR
	2005 to 2007

TECHNICAL SKILLS/EXPERTISE

PROFESSIONAL SUMMARY

Executive-level managerial and administrative expert with well-over 15 years worth of combined work experience offering a unique, diverse breadth of professional expertise; Well-established track record of building and improving daily operations across local, national, and international industries, within multi-entity corporations, publicly funded agencies, private companies, as well as within the nonprofit sector. Recognized for multiple talents in strategic development, project management, operational organization, talent acquisition, technical writing, meticulous accuracy, customer/client relations, financial analysis, meeting deadlines, and consistently striving to exceed others' expectations. Converts strategic plans into tactical reality by providing guidance, encouraging feedback, and creating processes that maximize efficiency and decrease overall costs. Proven track record of devising and implementing procedures that build solid, cross-functional teams and positive work relations. Innate ability to motivate others to contribute their ideas, to stay positive, and to work towards a mutually-shared vision and/or an overall corporate goal.

- **Diversified social networking, targeted marketing, and public relations skills;** distinguished for an entrepreneurial mindset, creative problem solving skills, and an extraordinarily high level of detail, innovation, and insight.
- **Offers innovative problem-solving solutions to operational challenges** while vigorously minimizing risk and maximizing performance.
- **Expert in the art of communication and person-centered motivation** with an unfettered devotion of delivering memorable customer-centered service experiences that repeatedly exceed expectations.
- **Solid leader and instrumental team-player with big-picture perspective and project management experience;** skilled in delegating work, scheduling resources, and providing support to meet milestones, goals, and deadlines needed to achieve final results as planned.
- **Resourceful, loyal, highly tenacious, thorough, and hard-working;** Excels at networking, establishing rapport with key industry professionals, and building valuable long-term connections and opportunities that matter.

EDUCATION

2011 - 2014 **Associate of Arts Transfer degree/Real Estate**

[Portland Community College](#)

(honor roll student, AAOT still in progress)

2004 - 2005 **Associate of Science in Business Administration**

[Pioneer Pacific College](#)

Graduated with honors

PROFESSIONAL EXPERIENCE

Dec 2014 - **Owner**

Nov 2016 [On Point Auto Transport LLC dba Auto Transport Girl](#)

Owned/operated a licensed & bonded auto transport company as an independent broker specializing in the interstate transport of vehicles for consumers in the public and private sector.

Type 80 WPM 10-key/100% Acc.	Proven Success with Targeted
WordPress/ Building Websites	Social Media Ad
Project Management	Campaigns
Human Resources	Press Kits/ EPKs
Chief Financial Operation/Controlling	Booking Artists/ Musicians
GAAP Accounting/ Full-charge Bookkeeping	Voice-Overs/ Recording Vocals/ Songwriting
Grant Writing/ Grant Management	Property/ Portfolio Management
Proficient in ALL Microsoft software (Excel, Word, Outlook Access, PowerPoint, Publisher & Project)	Job Costing
Proficient in Music Production software (Reason & Ableton)	Progress Billing
Proficient with Google Apps for Work and Google Docs	Proficient in Accounting Programs (QuickBooks, ADP, & AppFolio)
Construction Administration	Social Network Management (FaceBook, YouTube, SoundCloud, ReverbNation, LinkedIn, Twitter, Instagram, etc.)
Document Creation/ Replication	
Legal Research/ Interpretation	
Forensic Accounting/ Audits	

July 2009 -
May 2014

CFO/Executive Assistant
[Auto Shipping Quotes, Inc.](#)

Managed daily operations of a multi-entity corporation generating annual sales of over \$2M;

Supervised and delegated work to the VP of Sales, an assistant bookkeeper/data-entry tech, and a team of over 17 sales reps;

Improved processes and procedures resulting in increased accuracy and customer satisfaction; Repaired 4 years of bookkeeping errors that revealed errors, omissions, and over-payments, recovering lost funds of over \$40,000;

Rebuilt public reputation by setting up 3 separate entities to handle sales, customer disputes, and transportation logistics services;

Reduced overhead by over 30% by cross-training employees, establishing processes and procedures, and streamlining overall operations;

Met stringent tax deposit deadlines, filed various tax forms, and prepared and issued several hundred 1099's a year; Performed executive functions such as responding to customer complaints, resolving discrepancies, ordering supplies, making travel arrangements, overseeing procurement, dispatching orders, managing complex tax-related correspondence, processing rebates, issuing refunds, handling all human resource and IT responsibilities, and performing full-charge bookkeeping functions.

July 2008 -
June 2009

Bookkeeper/Portfolio Manager
[Images Properties, LLC](#)

Performed daily accounting functions for a 102-unit apartment complex, 1 triplex, 6 single-family homes, and 6 separate entities;

Recovered over \$100,000 in previously misallocated expenses which resulted in additional tax refunds of over \$20,000;

Reduced legal expenses by over 70% by improving application screening procedures and refining rental criteria;

Processed over 80 timely evictions by interpreting revised statutes and applying legal terminology to real-life situations;

Decreased average turnover by 8.8% and replaced costly problem tenants with stable, long-term, profit-generating tenants;

Improved cross-team efficiency and accuracy by establishing synchronized company files and spreadsheets on remote servers;

Managed all financial and legal aspects of operations in liaison with the onsite manager and a team of experienced attorneys;

Prepared weekly, monthly, and quarterly reports, ledgers, and rent rolls for owners' approval and acknowledgement;

Employed accurate and detailed record-keeping guidelines to ensure consistency and to keep legal costs to an absolute minimum;

Managed owners' separate personal finances and multiple credit accounts.

Jan 2008 -
June 2008

Assistant Program Coordinator
[American Red Cross](#)

Coordinated the statewide Safety Training for Childcare Providers Program and supervised two program assistants;

Assisted in preparing a successfully awarded 5-year grant from the New York State Office of Child and Family Services;

Streamlined processes with linked spreadsheets with advanced formulas that eliminated the potential of accounting errors and typos;

Recovered over \$20,000 of program funds by analyzing, verifying, and correcting data entry mistakes from prior quarterly reports;

Saved substantial amounts of time by replacing outdated processes with automated, error-proof, data collection and retrieval systems;

Effectively managed and empowered team by gathering input from subordinates and delegating tasks that better matched their capabilities and highlighted their strengths to further encourage professional growth and improved team rapport;

Evaluated infant CPR courses held throughout the state to maintain chapter-wide consistency and grant compliance;

Analyzed test scores and student evaluations to measure statewide program outcomes and instructor performance guidelines.

Aug 2006 - **Development Assistant**

July 2007

Grand Ronde Tribal Housing Authority

Implemented tribal youth construction mentorship program and initiated and spread awareness of a neighborhood recycling program;

Assisted civil engineer and construction manager with contract administration and daily administrative duties including acquiring building permits, preparing RFP's, reviewing bid packages;

Managing budgets, establishing terms of progress payment and retention schedules, processing purchase orders and change orders, processing invoices;

Maintaining rapport with superintendents and subcontractors while enforcing contract compliance, writing building code-analysis reports, coordinating board meetings and taking minutes;

Creating routine maintenance schedules, printing plans using a plotter and making plan revisions using AutoCAD, establishing trade-specific wage tables modeled after BOLI prevailing wage calculations;

Collecting and organizing demographic data using Excel, creating statistical needs analysis reports for tribal council, and conducting final walk-thrus on new, finished, residential and commercial construction jobs and civil engineering projects.

Oct 2005 - **Purchasing Assistant**

Aug 2006

D.R. Horton Custom Homes

Managed master pricing and options database using Excel and JD Edwards to organize thousands of individual upgrades and various custom options for use on large-scale, high-end, residential construction projects of up to 14 subdivisions at a time, each consisting of 300 to 800 individually customized lots with numerous variables and personalized plan revisions;

Communicated with subcontractors to negotiate costs and handle questions and concerns regarding lien waivers;

Conducted cost-based research and generated financial reports to compare current market pricing trends and remain competitive;

Adjusted gross profit margins and retail pricing to maximize net revenue;

Ensured timely processing of invoices from over 100 subcontractors throughout all phases of residential construction;

Generated and faxed between 500 to 2000 purchase orders a day using custom RightFax software;

Consistently exceeded quarterly goals by practicing excellent customer service skills and independent problem-solving abilities.

TRAININGS, AWARDS, & ACCOMPLISHMENTS

*STATE OF OREGON,
REAL ESTATE AGENCY*

Property Management License

OREGON RENTAL HOUSING ASSOCIATION

Oregon Landlord/ Tenant Law

(ORS Chapter 90)

Understanding Cash Flow Fair Housing
Compliance

Investment Strategies

Quickbooks for Property Managers

Tenant Selection and Criteria

PROSCHOOLS

BEAVERTON, OR

Property Management/ Real Estate

PORTLAND COMMUNITY COLLEGE

Property Management/ Real Estate

NEW HORIZONS

Microsoft Project

WOMENS' BUSINESS NETWORK

Government Procurement
and Federal Contracts

WOMEN POKER PLAYER MAGAZINE

Featured player

Poker Face of the Month

December 2011

SPUN ACADEMY

Music Production/Turntablism

WORLD SERIES OF KARAOKE

LAS VEGAS, NV

2016 Finalist

CASETEXT

Advanced Legal Research Certification

*STATE OF KANSAS OFFICE OF JUDICIAL
ADMINISTRATION*

Parent Ally Certification

OREGON NATIVE AMERICAN BUSINESS

ENTREPRENEUR NETWORK

Starting a Successful Business

How to Succeed as a Minority

Indianpreneurship 101

SMOKE SIGNALS

Featured in May 2008

Featured in January 2012

PORTLAND PARKS & RECREATION

K^hunamokwst Park Planning Committee

Certificate of Appreciation – September
20, 2012

NATIVE AMERICAN YOUTH ASSOCIATION

Native American Idol Champion – 2005

SKILL PATH SEMINARS

Project Management Fundamentals

RELOACADEMY

Auto Transport Broker Training

NATIONAL ASSOCIATION OF

WOMEN BUSINESS OWNERS

Lifetime Member

OLD LIBRARY STUDIO

SUN SCHOOLS PROGRAMS

Portland School District

Grant Writer, Instructor

Board Member