

# Alyx Payne

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Efficient • Organized • Proficient • Dynamic

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## SUMMARY

Recent graduate with a passion for team-building and learning.

### Areas of Expertise

- Managing relationships internally and externally.
- Task oriented with the ability to stay organized and efficient.
- Managing business operations.
- Competent in Microsoft Office Suite.
- Competence in various scheduling and billing systems in various industries such as aviation, hospitality, customer service and construction.
- Inspiring teams towards success.

### Key Experience

- Customer service and managing the customer experience.
  - Data entry
  - Working in fast-paced environments.
  - Dispatch software.
  - Managing large accounts and confidential client data.
  - Working with charity groups through my place of employment.
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## PROFESSIONAL EXPERIENCE

### Bellingham Aviation Services

#### Office Supervisor – Customer Service Rep

**March 2018 – Present**

Ensuring Patrons have various needs met, including but not limited to food, travel and lodging. Handling and billing large fuel accounts. Competence in hospitality, dispatch and billing software.

- Promoted to supervisor position managing the line to ensure aircraft are taken care of effectively and in a timely manner.
- Part of the hiring committee tasked with things such as screening applications, preparing interview questions, creating new training materials and implementing training.

### San Juan Park LLC

#### Office Manager

**June 2017 – February 2018**

Handling all financials coming and going out of the company via QuickBooks. Scheduling subcontractors to ensure projects were completed on time.

- Using Microsoft Excel and Project to track project progress and report to Operations Manager.

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**Gym Star Sports Center**

**Office Administrator**

**March 2016 – June 2017**

Handling the day to day operations of the company through customer service, billing and general tasks. Utilized the Microsoft Office Suite to create and manage employee schedules.

- Working directly with Blue Skies for Children with the goal of getting scholarship students involved in sports and away from potentially harmful activities.
- Quickly became competent using the in-house hospitality software used for scheduling lessons and handling billing.

**Kohl's Department Store**

**Cashier**

**March 2015 – January 2016**

Worked with a large team of people to establish a pleasant customer shopping experience.

- Top solicitor for the Kohl's credit card and Rewards system on a monthly basis.

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**VOLUNTEERING/OTHER**

- **Lake Stevens High School Music Department** fundraising via playing on the drum line and participating in several food drives.
- **Four mission trips to San Vicente, Mexico** to build infrastructure and raise money for a battered women's shelter and orphanage
- **Nation Youth Leadership Forum**, Engineering and Technology Conference in 2014

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**EDUCATION**

**Western Washington University, Graduation June 2019**

- Bachelor's in business administration with a focus in Management
- Minor in Cultural Anthropology