

Lisa A. Norman

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EDUCATION

University of Arkansas

B.A. in Communication

Fayetteville, AR

1995

EXPERIENCE

FirstStaff Staffing

Staffing Specialist

Fayetteville, AR

10/2006-1/2009

- Review applications, interview & evaluate potential employees-ultimately make hiring decisions
- Create & maintain good relationships with both internal customers (employees) as well as external customers (clients with jobs available)
- Create & maintain various customer reports using MS Excel
- Obtain detailed information on open jobs from clients & work to find the best matches possible
- Arrange & follow up on candidate interviews
- Communicate with clients regularly to ensure customer satisfaction with employees placed on their jobs
- Enter employee, customer and job information in industry-specific software (SkillMatch)
- Well trained in I-9 document examination & use of e-Verify (Department of Homeland Security website) to verify legal working status of employees
- Worked in fast-paced environment with multiple contingencies on a daily basis

P.A.M. Transport Services, Inc.

Permit & Licensing Manager (2002-2006)

Tontitown, AR

9/2000-10/2006

- Responsible for correctly licensing & registering approximately 2,000 tractors & 8,000 trailers
- Worked closely with state agencies, internal operations staff and drivers
- Reported directly to the Director of Operations and VP of Operations-performed many administrative assistant duties for both individuals
- Compiled data, created & maintained numerous reports on equipment usage, permit & licensing requirements (both federal & state), and identified potential cost savings
- On call 24/7 for emergency permit issuing

Customer Service Representative (2000-2002)

- Coordinated General Motors freight with available power units to ensure on time delivery
- Build & maintain customer relationships to grow the business via phone and email
- Created multiple reports for customers & upper internal management
- Promoted to Permit & Licensing Manager 2002

MBM Corporation

Transportation Manager

Salisbury, NC

1999-2000

- Interviewed, hired and coordinated benefits for drivers based in Salisbury distribution center
- Direct supervisor for 42 drivers
- Maintain equipment reports on leased tractors/trailers & reconciled equipment invoices before payment
- Organized weekly truck routes for on time delivery & most efficient use of equipment and resources

OTHER

- Excellent written and oral communication skills
- MS Office Suite (*including Word, Excel & Outlook*)

**Professional & personal references available upon request*