**MICHELLE HAVILAND**

**High On Adventure Coaching & Consulting LLC**

**115 West 30th Street, Richmond, VA 23225 • 804-513-7781 michelle@highonadventurellc.com**

**PROFESSIONAL SUMMARY**

* Administrative Professional with 20+ years experience. Areas of expertise include Small Business Management, Social Media Management, Process & Procedure Implementation, Client Care, Event Planning

**SKILLS**

|  |  |
| --- | --- |
| * Strong Communication Skills | * Mailchimp |
| * Self Motivated | * Loomly |
| * Extremely Organized | * Adobe Spark |
| * Facebook & Instagram Management | * Canva |
| * Squarespace Editing |  |

**EXPERIENCE**

**Owner, High on Adventure Coaching & Consulting LLC** Fall 2017 - Present

* Social Media Management to include creating graphics for Facebook and Instagram posts, scheduling posts; email marketing campaigns, editing blog posts
* Create processes and procedures
* Client & contractor relations
* Event Planning

**Volunteer Branch Ambassador & National Mentor** 03/2016 - Present  
**Hike It Baby** - Richmond, VA

* Promotion of Richmond, VA branch to the local community.
* Co-lead the Richmond, VA branch with two fellow ambassadors ensuring the branch is running smoothly with an active hike schedule, willing hike hosts and satisfied members.
* Manage the local Facebook page including posting information, managing  
  graphics and pinned posts, approving new members and general monitoring.

**Design Assistant** 05/2013 - 05/2015  
**Cabin Creek Interiors** - Midlothian, VA

* Right hand to owner.
* Created office systems and procedures for daily operations.
* A/R & A/P using Quickbooks.
* Managed client relationship including appointment scheduling, order processing and vendor coordination.
* Scheduled and coordinated special events.
* Created and executed MailChimp campaigns.

**Nanny** 09/2010 - 06/2012  
**Private Nanny for the Bendl Family** - Midlothian, VA

* Responsible for the health and well-being of three children 4, 10, 12.

**Assistant Manager** 11/2006 - 09/2010 **Calico Corners - Richmond, VA**

* Right hand to Store Manager partnering in all aspects of store management and operations.
* Interfaced directly with customers to provide assistance and resolve  
  problems.
* Trained and inspired sales associates to meet their goals.
* Analyzed sales goals and current sales figures on a store and individual sales level.
* Created systems and procedures at a store level to facilitate efficient  
  operations.

**Administrative Assistant** 07/2004 - 11/2006  
**Circuit City** - Richmond, VA

* Supported two directors by managing calendars, scheduling meetings, general & miscellaneous support.
* Event planning for company meetings and team fun events.

**EDUCATION**

**Health Coach**  
**Institute for Integrative Nutrition** - New York, NY

Graduating July 2018

**High School Diploma**  
**Donegal High School** - Mount Joy, PA