

# MARNIE BOLEN

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Results and person-oriented individual with exceptional customer service experience seeking to gain a position within Evergreen's Master of Public Administration program. Committed to understanding the customer and solving challenges. Eager and quick to learn, willing to adapt, and committed to making a positive difference.

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## EDUCATION

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Bachelor of Interdisciplinary Arts and Sciences (March 2023), University of Washington-Tacoma, Tacoma, WA  
Associate degree in General Science, Southeast Community College, Lincoln, NE  
Associate degree in General Arts, Southeast Community College, Lincoln, NE

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## RELEVANT EXPERIENCE

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### Office Assistant

2023 - Present

Blue Heron Bakery, Olympia, WA

- Administrative support to Business Manager: produces and distributes correspondence, organizes and schedules appointments and meetings, maintains contact lists, and prepares reports.
- Provides human resources support with staff recruitment, employment benefits, employee onboarding, payroll processing and record maintenance.

### Office Assistant (*Temporary position*)

City of Olympia Finance Department, Olympia, WA

2023

- Created Excel spreadsheets for business tax returns, organized returns into batches, and entered data.
- Reconciled batches of payments with the tax returns

### Student Involvement Assistant

2022

University of Washington, Tacoma, WA

- Provided excellent customer service for students, faculty, and staff using the Student Involvement Center.
- Performed administrative tasks: answering phones, questions, scheduling appointments, ticket sales, mail distribution, copying, and equipment and meeting booking.
- Planned and organized student involvement events.

### Store Trainer & Team Member

2020 – 2021

Panera Bread, Lacey, WA

- Trained new employees on policies and processes.
- Provided customer service and fostered customer satisfaction in a fast-paced bakery cafe.
- Tracked bakery inventory at the close of each business day to evaluate daily needs.
- Supported the line with additional assistance in food preparation at busy times.

### Roadside Assistance Agent

2019

Agero, Sebring, FL

- Handled emergency customer calls, assessed issue, problem solved, arranged, and dispatched customer support.
  - Received two awards for highest customer satisfaction ratings.
- Explained all benefits, services, and claims/reimbursement procedures.
- Provided clear and concise record of customer and provider interactions for insurance and customer.

### Lead Cashier

2016-2018

Kohls, Lincoln, NE

- Responsible for training all new cashiers.
- Provided exceptional customer service and support and advised customers on purchases.
- Counted cash and reconciled charge sales and cash receipts with total sales to verify accuracy of transactions.

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- Received Employee of the Month on two occasions

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## OTHER EXPERIENCE

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**Baker,** Blue Heron Bakery, Olympia, WA

2021 – Present

Prepares, produces, and bakes breakfast pastries, breads, rolls, and some desserts. Gathering ingredients to measure and mix them, managing inventory, and keeping work surfaces and equipment clean.

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## RELEVANT VOLUNTEER EXPERIENCE

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Nevada Department of Education, **Presenter**

2018

- Presented to high school students on college readiness and the college experience.

KohlsCares Cancer Support Event, **Event Planner & Presenter**

2017

- Assisted in event planning, organizing, implementing of, and presenting at fundraising events.

Lawrence Cancer Center: **Administrative Assistance**

2015

- Assisted in administrative tasks, wrote correspondence, maintained, and updated purchase order filing system.
- Placed orders for supplies and materials and coordinated approved services with vendors.