

SCOTT BENTON

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OBJECTIVE

Seeking a career in the human/customer service field where my experience, organizational skills, and extensive knowledge of all aspects of comprehensive management can be fully utilized. I am motivated, driven, hard-working, and eager to make a meaningful contribution to any company I am a part of. Willing to step in to successfully accomplish any goal at hand.

SKILLS SUMMARY

- ✓ *Effective independent worker and team player with exceptional communication and interpersonal skills.*
- ✓ *Possess strong problem-solving skills with the ability to work well under pressure and in a fast-paced environment.*
- ✓ *Proactive, detail-oriented, and experienced in handling multiple tasks while meeting deadlines.*

PROFESSIONAL EXPERIENCE

VOLUNTEERS OF AMERICA | Program Manager | Reno, NV | Nov 2017 – Present

- Supervise day-to-day shelter operations serving up to 160 clients while leading a team of over 35 individuals.
- Provide superior customer service to outside agencies in order to build strong and lasting partnerships.
- Create and implement procedures, policies, and standards in communication, customer service and accountability.
- Maintain accurate client and employee files.
- Hire and train new employees.
- Respond to complaints, appeals, and grievances filed by employees or clients

RENEWED HEALTH & WELLNESS | Office Manager | Reno, NV | May 2014 – Oct 2017

- Supervise day-to-day operations of a medical clinic while leading a staff of 28
- Maintain accurate patient and employee files.
- Liaison between medical clinic and outside agencies

CHILD NEUROLOGY | Office Manager | Reno, NV | Sep 2013 – May 2014

- Supervise day-to-day operations of a Specialty Clinic and leading a staff of 7
- Maintain accurate patient and employee files.
- Produced monthly/weekly financial reports while using several software systems including Quickbooks
- All HR responsibilities including interviewing, hiring, training, evaluations and disciplining of staff

TAHOE FOREST WOMEN'S CENTER | Practice Manager | Truckee, CA | Jan 2012 – Sep 2013

- Supervised day-to-day operations while leading a staff of 17
- Maintain accurate patient and employee files.
- All HR responsibilities including interviewing, hiring, training, evaluations and disciplining of staff
- Conducted patient satisfaction to enhance business goals

EDUCATION & TRAINING

- ❖ University of Nevada | Las Vegas, NV | 2005
 - **Bachelor of Science in Psychology**
 - **Minor in Musical Theatre/Dance**
- ❖ CPR and First Aid Certified | Expires 2023
- ❖ Notary Public, State of Nevada | Expires 2022

References available upon request.