

Roxy Totton

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EDUCATION

Bachelor in Business - Marketing/Management - Expected Grad, June 2029
~ University Nevada, Reno

General Education Degree - June 2025 ~ Reno High School

EXPERIENCE

Pristine Cleaning Solutions - Reno, Nevada

June 2025-September 2025

Team Member

- Dedicate 32–45 hours per week in this role.
- Willing & eager to assist with any task.
- Worked closely alongside both clients & coworkers to ensure quality service.
- In person communication with clients, coworkers, & managers critical for success of jobs.
- Trained new employees on a regular basis.
- Managed cleaning supplies, which included refilling & restocking inventory as needed, saving roughly \$1,000 over course of employment.
- Attention to detail critical for this work.
- Handled payments of cash, check, & electronic, ensuring timely payments.
- Provided service to 80% of total company clients.

Master Service Plumbing - Reno, Nevada

June 2022-June 2024

Administrative Assistant

- Dedicate 18 to 24-hours per week in this role, 32-hours on school breaks.
- Provide service to 75% of total company clients.
- Willing & eager to assist with any task.
- Communication via telephone, electronic communication, & in person.
- Received & scheduled incoming calls for service.
- Prepared work orders to ensure plumbers had accurate & sufficient information to complete work requested by customers.
- Prepared invoices upon completion of service work, ensuring all labor, materials, sales tax, & trip charges were appropriately accounted for.
- Prepared proposals for future work, which included reviewing to ensure grammar & calculations were correct, scope of work was sufficiently captured, & all exclusions were accurately recorded.
- Particulars are critical for this work, making it necessary to utilize a high level of attention to detail.
- Cleaning of shop, saving roughly \$18,720 over course of employment.

Trauma Intervention Program - Reno, Nevada

October 2023-Present

Volunteer

- Respond at the request of area emergency responders (police, fire, paramedics) to provide immediate on-scene emotional & practical support to survivors of tragedy.
- Ability to work well with multiple 'customers' to ensure survivors receive the highest level of support.
- Set up & run fundraising booths & fundraisers, gathering over \$25,000 in donations.
- Assess & then meet the needs of survivors, in an effort to help alleviate their immediate suffering & facilitate their long-term recovery.
- Act as a liaison between survivors & emergency personnel, to ensure each is receiving necessary information in a timely & appropriate manner.
- Respond to areas throughout the greater Northern Nevada area, on a moment's notice, with the goal being to arrive on scene within 30-minutes of receiving dispatch.
- Complete follow-up phone calls to survivors to ensure their immediate necessities are being addressed; direct them to additional resources, as needed.

SKILLS

- ◆Communication, both in person & via phone
- ◆Customer Service
- ◆Computer Proficient
- ◆Organization
- ◆ProPress & MegaPress Installation Certification ~ 2023
- ◆Leadership
- ◆Money Handling
- ◆Cleaning
- ◆Conflict Resolution