

Amanda M. Johnsen

Statement

Amanda Johnsen is the Operations Manager for Blue Lion Salon Studios. She has managed 15 locations and a team of approximately 30 employees to passionately serve our 600+ tenants and their guests a five star suite rental experience.

She combined the owner's vision for the company with her meticulous attention to detail and ability to create processes and organization that allowed the company to run as if it were a much larger organization.

She is a goal driven leader who excels at the ability to motivate, coach and train her team to meet and exceed goals while building strong working relationships and a positive company culture.

She considers herself a "forever student" because she is eager to build upon her academic foundations in business management and stay in tune with new technology and strategies through continued coursework.

Experience

Blue Lion Salon Studios | April 2016 - Present

245 Commerce Green Blvd. Ste 230
Sugar Land, TX 77478

Operations Manager | July 2018 – Present

- Responsible for daily operations of all salons.
- Directly leads a team of Area Managers and Housekeepers to oversee leasing process, rent collection, tenant account management, and daily salon maintenance and cleaning functions.
- Responsible for all aspects of Human Resources (interviewing, onboarding, employee files, offboarding, PTO tracking).
- Lead transition from Paychex to Proliant payroll services.
- Process bi-weekly payroll, calculate occupancy bonuses.
- Created and maintains Company Intranet website. (Benefits information, time off requests, time sheet upload, company directory, etc.).
- Created and maintains a dual purpose website for Prospects post tour and Tenants.
- Established customer loyalty programs with various companies for our Tenants (Planet Fitness, Texans Fit, Wella, Freshly, Zazzle).
- Benefits administration for Health, Dental, Vision and Life Insurance programs, create open enrollment brochures and presentation of insurance plan options during open enrollment.
- Created Operations Guidelines for Area Manager position and Housekeeping position.
- Reduced spending of salon supplies in one year by \$26,000 by implementing purchasing controls and negotiating pricing with vendors.
- Lead transition from using third party cleaning services to hiring direct staff for Housekeeping position and creating training materials (videos, manuals, schedules) for this position.
- Oversee all TDLR inspections, closely work with Tenants prior to inspections to ensure inspection readiness, maintain professional relationship with TDLR inspectors.
- Applied to serve on TDLR Board of Cosmetology as a public member (awaiting election response).
- Manages all company technology (phones, computers, tablets)

Program Manager | March 2017 – June 2018

- Oversee buildout of six salon build-outs (five of them were concurrent projects).
- Ensure on-time and in-budget progress and notify owners of potential or actual delays.
- Created system of checklists and forms to eliminate oversights in planning stages of projects.
- Maintained excellent level of communication between team members, owners and General Contractors.
- Held weekly project status meetings.
- Created Walk Thru system to check for build out issues before accepting final completion notice (consisted of checking all plumbing fixtures, light fixtures, electrical outlet testing, checking every door and lock, all building systems functioning correctly) to find hidden issues.
- Reviewed and approved invoices from General Contractor.
- Handled all loan paperwork requesting draws, inspections, substantial completion and Tenant Improvement Allowance.
- Visited construction sites to ensure work was being done timely and according to plans.
- Completed OSHA 10 Hour Construction Safety and Health certification 4/2018.

Office Manager | April 2016 – March 2017

- Analyzed approximately 200 tenant accounts weekly to ensure all tenants were charged correctly.
 - Familiarized myself with the property management software used (Rentec) and trained team, developed training material and video tutorials to ensure accuracy from each team member.
 - Supported the Controller by entering bank transactions, reconciling credit card statements, entering accounts payable, writing checks, entering accounts receivable, journal entries.
 - Payroll (manual check writing, calculating payroll taxes, filing quarterly payroll taxes).
 - Lead company through transformational change when they transitioned from their property management software (Rentec) and accounting software (Quickbooks) to an industry standard all-in-one program (Rent Manager).
 - Held Company Administrator role for Rent Manager, highly proficient in all areas of Rent Manager (company set up, user roles/permissions, accounting, property management aspects such as project manager, service tickets, creating bird's eye view maps, custom reports, creating and managing report batches).
 - Technical writing for Rent Manager processes and procedures used for company training.
 - Lead transition from manual payroll processing to payroll company (Paychex).
 - Managed invoicing for the construction of two salon build-outs as well as all bank loan documents for progress payments, contracts and proof of insurance for sub-contractors, and all paperwork for substantial completion and Tenant Improvement Allowance.
 - Notary Public (2016 – Present)
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Neuralog, LP | February 2006 – March 2016

4800 Sugar Grove Blvd., Ste. 200 Stafford, TX 77477

Neuralog is a software and hardware development company whose primary clients are Oil Companies & Geologists. They also sell scanners and several types of printers specially engineered to print well logs.

Domestic & International Client Relations | March 2013 – March 2016

- As of August 2015 responsible for all domestic orders in addition to international.
- Process international orders. This includes verifying the client is not a restricted party, setting up the new client, preparing invoices in Quickbooks, communicating with our manufacturing department to have parts made, communicating with our shipping department to get freight quotes and arranging pickups. I keep in constant communication with our clients regarding any questions they have, receiving payments, and licensing the software they purchased.
- Handled upwards of 20+ open orders at a time.
- Proficient in Quickbooks, MS Word, Excel, Powerpoint, OneNote, Outlook, Publisher programs and overall computer operations.

- Processed approx. 200 invoices per month for recurring maintenance & warranty.
- Developed and implemented time saving systems for their filing processes and check stub retention as well as created spreadsheets to calculate product discounts, shipping costs and prorated amounts.

Logistics / Shipping Manager | 2007 – March 2013

- Successfully created and managed shipping department. Directly supervised multiple employees.
- Excellent understanding of Incoterms 2010
- Oversaw thousands of incoming/outgoing shipments per week
- Kept department within designated budgets for labor, costs of shipments and supplies/materials needed to pack items for shipping
- Set up new vendor accounts and maintained positive relationships with existing vendors
- Proficient in handling damage/loss claims with various shipping companies
- Inventory management – including forecasting, ordering, receiving & storage solutions
- Created and maintained a digital storage backup system for retrieving past shipping documents.
- Assisted with paperwork retention audits
- Excellent understanding of commercial invoices, proforma invoices, country specific shipping regulations, HTS / ECCN number lookup and correct classification

Office Assistant | February, 2006 – 2007

- General office duties including making new client files, finding and putting away files, answering phones, sorting mail, running errands, etc.

Gulf Coast Combined Martial Arts | September 2011 – August 2013

6701 Chimney Rock, Ste. C Bellaire, TX 77401

- Co-owner & Marketing Manager
- Designed and maintained website
- Designed marketing materials, flyers, post cards, business cards,
- Monthly email newsletters
- Helped with creating employee & student handbooks, policies & procedures
- Assisted with daily operations for business including filing, cleaning, scheduling appointments, invoicing clients, collection calls

Hobby Lobby | July 2003 – February 2006

12680 Fountain Lake Circle, Stafford, TX 77477

Framing Department | Mid 2004 – February 2006

- Only person under 18 to be promoted to the department in that store.
- Responsible for care of customers art/item while it was at the store – oftentimes we had irreplaceable or items of extraordinary value
- Assisted customer with designing the frame and mat surrounding art
- Worked without supervision - majority of time was the only person in the department in the afternoon/evening hours
- Kept to deadlines to finish orders on or before due date
- Inventory, ordering, receiving and stocking shelves

Cashier | July 2003 – Mid 2004

Checkout, returns, overrides, stock shelves, assist with weekly ordering, keep checkout lane areas neat & clean

Skills

Leadership/Management – I am a goal driven leader who excels at the ability to motivate, coach and train my team mates to meet and exceed goals.

Very organized in both professional & personal life

Team Work – Team player that is able to get along with others and build strong working relationships.

Strategic Thinking & Planning – I have the capability to merge the “right now” with short term and long term goals to create a plan to meet the desired outcome.

Honesty / Integrity - I am very honest and have strong integrity.

Dependable & Punctual

Self-Starter

Programs

Microsoft Office Suite	Rent Manager	Paychex
Proliant	Rentec	Quickbooks
Fast Track (Gantt Charts)	Wix	Microsoft Flow

Education

August 2015 – 2019	B.S. Business Management	Western Governors University
2 years	Computer Science	W.C.J.C. Sugar Land, TX
Class of 2005		Kempner High School

Activities and Awards

Recipient of trip to Entreleadership Convention	April 2019
Sigma Alpha Pi	Honor Society, Jan 2017 - Present
National Engaged Leader Award	Received July 2018
FCS Co-Op – Class President	2 years, Co-Op program and volunteer work
Excel Club – Secretary	2 years, Community service and volunteer work
Student of the Year Award - 2005	
