

RESUME OF
KAY L. GORHAM

812-399-2288

PROFILE Dedicated Business Manager with excellent written and verbal communication skills with a focus on customer service and Information Technology.

Experience

VILLA RENTAL MANAGER *2016-PRESENT*
Spring Lake Golf Resort

Manage all aspects of rental program including rate setting, contract development, and supervision of booking agents, receptionist and housekeeping staff. Function as part of Resort Management Team including backup Office Manager and other duties as assigned.

DEPARTMENTAL MANAGER, *2007-2010*
State of Michigan

Security Officer and Reporting Manager for State of Michigan Human Resources Management System. Responsibilities included supervision of 10 professional employees, establishing and approving of accesses for all statewide HR employees, plus ensuring security for employee personal data, maintaining, testing, and upgrading all appropriate software. All responsibilities listed below also apply.

DEPARTMENTAL MANAGER, *2001-2010*
State of Michigan

Reporting Manager for State of Michigan Human Resources Management System. Responsibilities included supervision of 7 professional employees, development of reports to meet user needs, developing policy and procedure manuals to guide employees, establish standards of excellence in report development, perform annual performance reviews on all staff. Function as part of division management team.

DEPARTMENTAL MANAGER *1992-2001*
State of Michigan

Project Team Leader for the demonstration, acquisition, and implementation of the State of Michigan Accounting and HR systems. Statewide Coordinator for the State of Michigan United Way Campaign (SECC) 2006-2008 and member of their marketing committee. Participate in acquisition of enterprise wide systems from bid specifications, proposal review and contract development.

SYSTEMS ANALYST/ COMPUTER PROGRAMMER *1983-1992*
State of Michigan

Development of programs and systems as defined by user community to meet their needs

Education CENTRAL MICHIGAN UNIVERSITY
Mount Pleasant, Michigan Bachelor of Science, August 1994

SKILLS Proficient in Microsoft Products
Excellent problem solving, written and verbal communication, and customer service skills

OTHER Proficient in Microsoft Products
Excellent problem solving, written and verbal communication, and customer service skills

REFERENCES Available upon Request