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# Lacey Plumb

## Accounting/Office Clerk / Production Assistant

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### SUMMARY

A self motivated, goal oriented Native (Cherokee Nation) woman dedicated to applying my knowledge and skills while gaining more experience in the film industry. I've recently graduated from Oklahoma Film and TV Academy, therefore eager to get to work immediately. I'm also a rebatable Oklahoma resident (Filmed in Oklahoma Act 2021).

### EXPERIENCE

#### **Cherokee Nation WW Hastings Hospital /Tahlequah - Clinical Communication Operator II -December 2021 - PRESENT**

- *Communication is provided with excellent customer service.*
- *Perform emergency and routine overhead paging, emergency call team notifications, monitor alarms, notify appropriate personnel.*
- *Respond timely and accurately to disaster and emergency situations, as required, maintaining a calm demeanor and following detailed procedures.*
- *Document each call and give a daily report.*
- *Maintain confidentiality, security and integrity of patient information and appropriate forms are signed for release of information.*

#### **Driveline -Tahlequah/Park Hill- Merchandiser-November 2021-PRESENT**

- *Confirms shelves are stocked with the right types and quantities of products.*
- *Display, arrange, price, and rotate products in store.*
- *Work and communicate with buyers, suppliers, stores, and distributors.*
- *Work independently, read directions from work order and planograms, submit required still photos of completed work and displays assembled.*

#### **Brick Oven, 178 Club, and Cooyons - Server/Bartender- November 2017 - June 2021**

- *Customer satisfaction by remaining accessible and friendly.*
- *Talent for quickly resolving issues prior to escalation.*
- *Ability to anticipate customers needs and have available.*
- *Multitasking while remaining professional in fast-paced environment.*
- *Cash handling, Bartending, ability to take accurate orders and deliver.*

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## **Jackson Hewitt Tax Service - Sr. Tax Preparer/ Area Manager**

**November 2006-July 2017 (seasonal)**

- *Process financial accounting data to prepare tax returns, estimated tax payments, forecasts and financial accounting estimates of tax.*
- *Response letters for various IRS and state notices received by clients.*
- *Gather financial information and prepare tax filings for various reporting requirements (Form 1099- MISC, W2, 1099-G,etc).*
- *Ensured client understands the deadlines to meet.*
- *Understand and research basic to moderately complex tax concepts.*

## **Starbucks/Mountain Home, AR - Asst. Manager/Barista**

*October 2015 to July 2016*

- *General cleanliness, safety regulations adhered to, delegated tasks.*
- *Communicated, trained and monitored store procedures and employees.*
- *Address and solve guest concerns, requests or issues.*
- *Assist with schedules and payroll in accordance with employment policies and budget targets along with inventory.*
- *Build relationships with customers and deliver excellent customer service.*
- *Cash management and general home office reporting daily and weekly.*

## **Legal Secretary Willis Law Office/Tahlequah, OK - Legal Secretary-April 2005 to July 2010**

- *Represented the firm as the initial point of contact for clients.*
- *Maintained attorney calendars, including client appointments and court appearances.*
- *Research records/Deeds, locate individuals, maintain records and confidentiality.*
- *Prepared and distributed time-sensitive correspondence and reports.*

## **EDUCATION**

### **Oklahoma Film and Television Academy, - (Richard and Amy Janes)**

*“Set Ready” Production Assistant -Certification / December 2021*

- *Instructed by Kim Mott*

## **REFERENCES AVAILABLE**