

# MELISSA SATTENSPIEL

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## EDUCATION DETAILS

**City Community College**, San Diego, California

Business Management Major: Associate in Science Degree (Emphasis Small Business Management)

- Current Grade Point Average: 3.4
- Relevant, completed classes with short descriptions:
  - **Business Communications** - development of and the ability to analyze, organize, and compose various types of written and oral business communications. Developed clear, concise, and persuasive letters, memorandums, and reports.
  - **Business Law & the Legal Environment** - topics include judicial and administrative systems, ethics, contracts, torts, bankruptcy, agency, business organizations, security regulations, regulation of property, and protection of intellectual property interest.
  - **Business Mathematics** – class reviews basic mathematics and the topics of bank services, payroll, mathematics of buying and selling, interest and loans, taxes, insurance, depreciation, and other business computations.
  - **Financial Accounting** - theory and practice of accounting applicable to recording, summarizing, and reporting of business transactions for external uses. Topics also include coverage of asset valuation, revenue and expense recognition, and appropriate accounting for various asset, liability, and capital accounts.
  - **Intercultural Communications (Speech)** - study of communication between members of differing cultures. Focuses on the relationship between culture and communication, emphasizing social psychological variables, verbal and non-verbal language systems, cross-cultural communication breakdowns and conflict resolution.
  - **Introduction to Business** - provides a broad understanding of the business community and its functions.
  - **Microsoft Office** - covers the Microsoft Office Professional suite and provides instruction on how to seamlessly integrate data within and between the programs in an efficient manner.
  - **Principles of Economics 1** - emphasis is placed on the broad overall performance (macro-analysis) of the economy with concentration in such areas as incomes, employment and output, economic stability and growth, fiscal and monetary policy.
  - **Principles of Information Systems** - introduction to basic principles and theory relating to problem solving and analysis in business organizations using computers and software packages. Emphasis placed on computer organization, data processing systems, decision support systems, and systems analysis.
  - **Principles of Marketing**
  - **Small Business Accounting: Payroll** - emphasis is placed on determining who is an employee and the practical application of preparing payroll, payroll deposits, quarterly and annual payroll reports for both California and the federal government.
  - **Small Business Accounting: Recordkeeping** - emphasis is placed on the practical application of recording, summarizing, and reporting business transactions for internal as well as completing federal, state and local reporting requirements.

## SPECIAL SKILLS

- Ability to use most office and ancillary machinery, specialty in copier machines, printers and scanners.
- Full charge accounting and bookkeeping experience.
- Graphic design, typography, illustration and artistic abilities.
- Interior design, visual merchandising, hand drafting and computer aided drafting (CAD) abilities.
- Strong customer-service orientation with specialized training classes such as “How to Handle the Difficult Guest.”
- Strong management and leadership abilities, with 9 years hands on supervisory experience.

## VOLUNTEER WORK

**Rescue House/Petco La Mesa Location (Cat Shelter)** San Diego, California 09/2005 – 09/2008  
**Volunteer**

Responsible for cleaning out cages, re-filling food and water dishes, administering medications (when needed), and socializing and exercising the cats.

**Homestead House** San Diego, California 09/2002 – 12/2002  
**Interior Designer/Drafter**

Drafted interiors based on client’s homes and their newly purchased furniture or furniture under consideration. Created multiple layouts to allow clients to see their options.

## INTERESTS & HOBBIES

- Musician: skilled with the clarinet and other woodwinds. Beginner on guitar, piano and the turntables.
- Nature and the outdoors: hiking, camping, and backpacking.
- Drawing and painting: enjoy abstract painting with acrylics and oils.