

AMY FEIST

General Manager

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http://dric.com/company/bio_af.htm (web bio)

Professional Profile

Amy Feist is the General Manager for DRI Consulting. She brings a variety of experience in working in corporate, retail and non-profit settings.

Amy has worked either in a supervisory role or in Human Resources for the past 10 years bringing a wide breadth of knowledge and experience to DRI. Organization, attention to detail and communication are a few skills she draws upon. Please see her resume for a list of skills/experience she has.

Amy is lead psychometrist for DRI Consulting. She provides the firm's clients with individual and group needs assessment, psychological test administration and evaluation, employee selection, psychological assessment for employment screening, and career and personal development.

Amy received her Bachelor of Arts degree from Hamline University in St. Paul, Minnesota where she majored in Biology.

Professional Work

2006 to Present General Manager

DRI Consulting, North Oaks, MN

- Provide support to consulting projects and services
- Help produce written proposals to prospective clients
- Lead psychometrist
- Provide individual and group assessment, psychological test administration and evaluation, employee selection, psychological assessment for employment screening and career personal development
- Order, administer and score tests, assemble interpretive profiles and summarize raw data
- Manage administrative staff and vendor relationships
- Update client/vendor database and maintain office operations
- Coordinate scheduling of events and appointments for staff, vendors and clients
- Assist with new staff training in company procedures and office skills
- Generate reports
- Provide coordination of computer and office equipment maintenance
- Work with Quickbooks - account processing, invoicing and accounts payable/receivable

1999 to 2006

Human Resources Coordinator/Administrative Assistant

US Bank, St. Paul, MN

- Coordinator to a Senior Vice President in HR and a staff of five
- Work with various Microsoft applications to create or generate reports and documents for all levels of management
- Assist in performing phone screens, reference checks and job fair coordination
- Answer phones, sort mail, file and order supplies
- Interact with various departments to investigate and eliminate problem issues
- Act as a liaison between managers, employees and Human Resources Generalists
- Greet customers and handle incoming calls by screening and directing them to the appropriate parties
- Perform various office duties which include the use of many office machines
- Create and distribute various communications to clients
- Adhere to all state and federal regulatory employment requirements including compliance of fingerprints, drug testing and I-9's
- Maintain departmental records including personnel files
- Coordinate and facilitate training
- Counsel management and employees on general employee relations issues
- Answer questions regarding company policies and procedures
- Program administrator for business line award program of approximately 3,000 employees

1997 to 2003

Team Relations Coordinator. Mervyn's California, Maplewood, MN

- Supervise an office staff of 11 employees
- Interview, hire, train and separate employees
- Conduct employee reviews
- Maintain over 100 team member files and control confidential information and store processes
- Prepare reports in Word and Excel for upper management
- Generate all employee schedules
- Oversee benefit administration, workers' compensation and unemployment
- Participate on the store Safety Committee
- Direct payroll processes and resolve any issues
- Maintain open communication with employees and provide counsel on company policies and procedures
- Assist store manager with administrative duties
- Supervise the audit of cash/income from the previous business day
- Order supplies for all areas of the store and manage store expense accounts

1996 to 1997

Customer Service Supervisor & Adoption Programs Coordinator

Humane Society of Ramsey County, St. Paul, MN

- Provide supervisory leadership for 13 employees
- Interview, hire and train employees
- Prepare statistical reports, memos and charts for the Operations Manager, Assistant and Executive Director and the Board of Directors
- Coordinate several county programs
- Buyer for about \$25,000 in adoption merchandise
- Write a monthly column in the foster newsletter, Humane Companion
- Verify payroll for all customer service employees