

Sylvia E. Chapman

Has worked for over 25 years in the theme amusement park and waterpark industry in all phases of Executive Assistant and Office Management experience including Human Resources, and Marketing.

Professional Experience

2001 – Present
AMG Tustin, CA

Executive Assistant / Office Manager

Assist the President / Owner and Vice President in all areas of office management, secretarial and administrative support, including dictation, computer data input, project proposal preparation, financial spreadsheets and presentation documents.

2001 – 2002
Pharaoh's Lost Kingdom Redlands, CA

Temporary independent consulting assignment assisting Marketing Director and President with all marketing programs including record keeping & reporting of sales results for weekly presentation to owners. Re-organized Human Resources department & ensured compliance with all state & federal regulations. Developed forms and procedures for the Human Resources department.

1986 – 2001
Raging Waters San Dimas, CA

Executive Assistant

Performed all duties as requested by General Manager, including dictation, shorthand transcription, appointments, travel arrangements, and coordinating weekly management staff meetings. Prepared monthly Board of Directors meeting agendas, backup financial, marketing, staffing and operational documentation. Placed recruitment advertisements and reviewed resumes for full time Senior Management staff. Maintained personnel files and prepared all payroll/personnel change notices for full time and Senior Management staff. Coordinated computerized Market Research efforts, Public Relations/press release proofing and distribution.

Community Relations Manager

Organized local resident information meetings on Raging Waters philosophies of business and to educate on the Master Planning process for Bonelli Park. Arranged for company President & Vice President/General Manager to speak at local community service organizations on Raging Waters' philosophies of business & to educate on the Master Planning process for Bonelli Park.

H.R./Personnel Manager

Set up a formal Human Resource function. Developed forms, procedures, departmental plans, i.e. Recruitment, Training, Wage & Salary Administration, 401(k) & group benefits plans. Developed, planned & executed employee retention/reward incentive program,

i.e. Secret Shopper, Raging Bucks, Smile Dollars and employee parties. Supervised the Switchboard operators, seasonal summer receptionists, seasonal Group Picnic Games Coordinators and Market Research Surveyors and compile monthly comparative results. Administered telephone/voice mail system.

1974 – 1986

Six Flags Magic Mountain Valencia, CA

Personnel/Benefits Manager

Responsible for benefits administration, wage & salary administration, recruitment, screening, & training. Assisted with development of first computerized corporate-wide HRIS system. Traveled to various Six Flags parks in the system to assist with implementation.

Proficient in

Office 2000, Microsoft Word, Excel, PowerPoint and Outlook

Education

Continuing education Certificates in Personnel Management
General Supervision & Management
Computer Skills & Office Management.

For further information, please contact:

Sylvia E. Chapman
2472 Chambers Road, Suite 250
Tustin, CA 92780-6980

Voice	714 505-1566
Cell	626 824-9028
FAX	714 505-4309
E-mail	sylvia@amgparks.com