



SUZANNE STACEY

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PROFESSIONAL EXPERIENCE

RLF COMMUNICATIONS, Greensboro, NC [website](#)

Office Manager & Bookkeeper | 2026 – Present

- Manage daily financial operations utilizing QuickBooks Online, including accounts payable (AP), accounts receivable (AR), full bank reconciliations, and detailed account reporting.
- Administer company payroll and optimize employee onboarding processes to ensure compliance and seamless workplace integration.
- Oversee digital and physical corporate file management systems, office procurement, and facility equipment maintenance.

LOOM, NEEDLE, & WHEEL LLC, Roxboro, NC [website](#)

Owner & Operations Lead | 2025 – Present

- Founded and scale an e-commerce fiber art kit business, managing end-to-end product design, manufacturing, and supply chain logistics.
- Engineer and produce precision old-world wooden tools for specialized textiles, driving brand placement and craft community growth.

M'COUL'S PUBLIC HOUSE, Greensboro, NC [website](#)

Administrative Assistant & Operations Manager | 2003 – 2012, 2021 – 2026

- Served as the primary strategic assistant to the business owner, managing day-to-day front-of-house and back-of-house operations.
- Executed end-to-end in-house payroll for a 50+ employee staff via QuickBooks Pro, managing 401k plans, health insurance, and wage garnishments.
- Conducted rigorous monthly, quarterly, and annual compliance filing for payroll, sales, and use taxes while managing general ledger reconciliations.
- Spearheaded facility logistics, directly coordinating property maintenance, HVAC, plumbing, refrigeration vendors, and POS/network infrastructures.
- Designed an advanced MS Excel inventory tracking matrix that drastically reduced product loss through precision variance reporting.
- Directed an annual 4,000+ attendee public festival; secured state/city permits, negotiated equipment rentals, hired staff, and managed live crisis mitigation.

FEELING GREAT SLEEP MEDICAL CENTER, Durham, NC [website](#)

Medical Receptionist & Records Coordinator | 2020

- Managed high-volume patient intake, multi-line phone triage, and client account customer service in a fast-paced medical practice.
- Maintained absolute data integrity by auditing, scanning, and migrating patient records into Electronic Medical Record (EMR) software.
- Coordinated physician consultation scheduling and cross-practice referral documentation while providing product guidance on specialized medical devices.

KORU NATURALS, Hillsborough, NC [website](#)

Shipping Specialist & Social Media Manager | 2014 – 2020

- Developed predictive Excel inventory forecasting models based on historical annual sales data to optimize warehouse supply levels.
- Managed high-yield online retail order fulfillment using Shipstation across major carriers including UPS, USPS, FedEx, and Amazon.
- Grew digital audience engagement and product conversions by building targeted Pinterest, Amazon Brand Content, and keyword-driven infographic ad campaigns.
- Reduced structural overhead costs by programming customized, code-efficient packing slips utilizing HTML and CSS.

PEPPER MOON CATERING, Greensboro, NC [website](#)

Office Manager & Accounts Receivable Clerk | 2013 – 2014

- Generated and audited approximately \$10,000 weekly in corporate catering invoices using the QuickBooks invoicing infrastructure.
- Maintained business network hardware and office computing equipment to minimize operational downtime.

ADDITIONAL EXPERIENCE

SOCIETY FOR CREATIVE ANACHRONISM (LOCAL CHAPTER) | Hillsborough, NC

Seneschal (President) | 2019 – 2023

- Acted as the legal signatory, executive meeting leader, and primary strategic liaison to state and national organization levels.

Minister of Arts and Sciences | 2016 – 2019

- Curated regional educational events, managed artist networking initiatives, and instructed specialized courses on historic craft.

TECHNICAL & SOFTWARE PROFICIENCIES

- **Financial & Payroll:** QuickBooks Online, QuickBooks Pro, Full-Charge Bookkeeping, AP/AR, General Ledger, Tax Reporting, Payroll Forms
- **Operations & POS:** Toast POS, Aloha POS, Shipstation (Amazon, FedEx, UPS, USPS integration), Inventory Control Matrices
- **Design & Digital:** Adobe Illustrator, Adobe Photoshop, Canva, HTML, CSS, Squarespace, Wix, WordPress
- **Productivity & Collaboration:** Microsoft Office Suite (Advanced Excel), Google Workspace, Zoom, MS Teams, Slack, Discord

EDUCATION & CREDENTIALS

- **Bachelor of Arts in English** | University of North Carolina Greensboro, Greensboro, NC
- **Associate Degree in Recreation and Wildlife** | Hocking Technical College, Nelsonville, OH
- **Licensed Massage & Bodywork Therapist (NCLMBT #08192)** | Natural Touch School of Massage
- **College Courses major in Biology** | Ohio University, Athens, Ohio