

# Jazmyne Boatman

Clovis, Ca

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916 \* 375 \* 9507

## OBJECTIVE:

College Graduate with a Criminal Justice Bachelor's Degree, interested in the position you have available.

## EXPERIENCE:

Alorica- Clovis, CA

**Verizon Wireless Sales Representative**

2015 -- Presently

B2B and B2C Verizon Wireless Direct Sales, Customer Service, Troubleshooting, Promotions, Escalations, FedEx Tracking, Address Corrections, Processing Payments, ACSS web, Galaxy Auto Dialer, Avaya System, Tracking Shipments.

Gymboree - Dixon, CA

**Call Center Representative**

2014 -- 2015

Answered Phones, Order Entry, Credits, Coupons, Price Adjustments, Rewards Program, Promotions, Address Corrections Processing Returned Shipments, Invoicing Shipments, Escalations, Retail Escalations, Tracking Shipping, Cyber Source, CRM, Business Objects, Coordinating with USPS

2<sup>nd</sup> Home — Clovis, Ca

**Group Home Residential Counselor**

2013 -- 2014

As a Group Home Residential Counselor, my primary role was to engage with youth to encourage positive behavior and provide a safe and stable living environment. Responsibility included working with youth to teach socially acceptable behavior and residence life skills. Perform mental health counseling with residents on a daily basis. Document and log resident daily behavior and activities. Maintain communication regarding residents with Facility Manager. Dispense and track resident medication.

Plan B Management - Sacramento, CA

**Executive Assistant**

2007 -- 2010

• Provided administrative support to Executives for Event Management Company.

- Answer and screen all incoming telephone calls.
- Schedule meetings and appointments for executive management.
- Perform general clerical duties (photocopying, faxing, mailing, and filing).
- Arrange and coordinate travel and reservations.
- Order office supplies and schedule minor building maintenance.
- Occasionally run errands using a company vehicle.

## EDUCATION:

**California State University, Fresno, Ca**

2008 -- 2013

- Bachelors of Science in Criminal Justice

## KNOWLEDGE, SKILLS AND ABILITIES

Reporting | Research and Legal Administration Skills \* 10 key by touch | Typing 55wpm | Microsoft Word, Excel, PowerPoint and Outlook and numerous other software programs.

\* Punctual \* Responsible \* Hard Working \* Respectful \* Quick Learner \* Dedicated

## VOLUNTEER:

**West Care Intern - Fresno, CA**

2014

- Case management, Community Outreach, Daily Presentations of Life Classes, Working in Conjunction with parole/probation officers regarding attendance, Intake Orientation, Personality/Social Assessments, Continuing Care.

**Mending Wings Inc.**

**Chair, Youth Projects**

2013 – Current

- Coordinating Family Support Groups, Generating Accommodations/Referrals