

Jennifer Jacklich

San Jose, CA 408-509-7687

jacklichjennifer@gmail.com

Office Coordinator / Administrative Assistant

Dedicated and focused Administrative Assistant who excels at prioritizing, completing multiple tasks simultaneously, and following through to achieve project goals. Answers a high volume of incoming calls while handling in-person inquiries from clients and colleagues. Flexible and hardworking with strong drive to succeed. Adaptable and energetic team player who always does what it takes to go the extra mile.

Skills

- Microsoft Suite
- Intermediate QuickBooks experience
- Multi-line phones and dispatch
- Analytical/Research Skills
- Willingness to learn
- Customer Service-Oriented
- Management Skills
- Strong interpersonal abilities
- Communication skills
- Positive, self-motivated, enthusiastic

Experience

Seasonal Retail Sales Associate – seasonal job

8/2016 – 12/2016

Forever 21, Livermore CA

Achieved selling standards and goals on a consistent basis to increase productivity.

Provided merchandise information and current fashion tips to increase sales and Customer satisfaction.

Processed sales/return transactions promptly and efficiently.

➤ Acknowledged for providing excellent customer service resulting in add-on sales

Office Coordinator / Owner

9/2010 – 06/2016

Jenn's Daycare, San Jose, CA

Defined business policies and procedures, including safety management protocols, to comply with state regulations; passed onsite home inspection. Upheld high standards for child safety creating parental satisfaction. Created employee handbook, marketing materials and parent orientation forms. Designed daily checklist and progress report.

Met with parents to discuss business operations and child care rules; designed and reviewed checklists with parents regarding allergies, emergency contacts, food preferences, and other child-specific issues.

Prepared all invoices and billing documents. Assisted with child supervision when needed.

➤ Able to maintain a calm demeanor even in the most difficult circumstances

➤ Maintained accurate financial records creating a positive experience for parents

Office Coordinator /Accounting Clerk/Back-up Dispatcher

8/2009 – 07/2010

Home Delivery Logistics, Livermore, CA

ACCOUNTING CLERK DUTIES

Greeted and assisted walk-in visitors to our office and processed new employee hires when they started work.

Provided exceptional telephone and email correspondence with customers, employees, and vendors.

Ensured accurate accounting records for receipts and/or disbursements within the company.

Performed a variety of complex clerical bookkeeping and accounting tasks, applying general account practices to the preparation and maintenance of accounting and other records, prepared financial, statistical, and technical reports using QuickBooks Pro. Entered data into accounting records, such as accounts payable, billing and receivables journals, routine filing and updated records. Reconciled bank accounts, AP/AR ledgers and audited other staff members work.

➤ Promoted quickly to Accounting department – supervisor recognized strong analytical skills and attention to detail

➤ Coordinated Accounting functions between AR/AP, Payroll and Cost Accounting resulting in increased accuracy



Set-up the pick-up and delivery schedules and handled route drivers.

Managed customer care concerns resolving any issue to create satisfied clients.

Interacted with multiple locations for problem solving and provided quick resolution for prompt delivery.

Checked logs and ensured that DOT regulations were in compliance.

Handled tasks related to inbound and outbound freight; scheduled dispatch drivers.

Maintained fleet maintenance – coordinated and scheduled maintenance with local repair shops.

Managed warehouse inventory and client accounts; supervised the warehouse team.

Analyzed reports on warehouse activities including back log report and compiled information for management.

Coordinated with sales and marketing team to ensure orders were delivered on time.

➤ Established new protocols resulting in expedited deliveries and increased customer satisfaction

Real Estate Experience with various promotions/companies**11/2005 – 05/2009****Escrow Coordinator-Licensed Assistant- Company closed**

09/2008 – 05/2009

Blackhawk Financial Group, Livermore, CA 2/2009 – 5/2009

Regency Real Estate, Tracy, CA 9/2008 – 2/2009

Coordinated escrow files with various lenders resulting in faster loan processing and the ability to lock in lower interest rates. Provided excellent customer service and demonstrated superior time management expertise.

Possess a sense of urgency and ensured persistent follow-up. Continuously complemented on clear communication and excellent telephone skills with clients and vendors. Performed numerous daily office functions in a timely and efficient manner including data entry, filing and notarizing various documents. Prepared Real Estate Listing and Buyer contracts and ensured all Real Estate transaction documents were in compliance with the most up to date real estate laws.

Maintained loan files according to underwriting standards. Designed, created and prepared daily spreadsheets to show progress of all transactions in the pipeline.

Attended BayEast classes regularly to remain current in ever changing Real Estate laws, forms, and technology.

➤ Recognized for ability to handle strenuous caseloads quickly and efficiently and was asked to work for two other top producers within our office

Office Manager-Loan Coordinator

03/2006 – 08/2008

Residential Pacific Mortgage, Livermore, CA

Managed the Client Care program and various marketing projects coordinating effort for different departments.

Proficient with computer programs such as Microsoft Office (Word and Excel), QuickBooks and Calyx (Point).

Organized numerous office functions and meetings; Maintained office inventory and accounting reports.

Performed numerous daily office functions in a timely and efficient manner including data entry, filing and notary.

Coordinated mortgage loans (e.g. FHA, Cal Vet, and Conventional) in process.

➤ Promoted within the first month to Office Manager for my ability to manage multiple projects and demonstrating superior time management skills

Realtor**11/2005 – 09/2008**

Christopher Ross and Associates, Livermore, CA

Provided excellent customer service and demonstrated superior time management expertise.

Precise and accurate documentation of communication with clients and other agents for opposing parties.

Possessed an excellent sense of urgency and provided persistent follow-up resulting in smooth transactions.

➤ Obtained and Accredited Buyer's representative designation

➤ Use of strong communication and organizational skills provided a positive experience for clients who recommended my service increasing business referrals

Education**University of Phoenix- Pleasanton, CA**

Completed 30 units in Accounting/Business

Del Valle High School – Livermore, CA

High School Diploma



Cashier Test

Score / 15

b

1) A roll of quarters is worth?

- a) \$5.00
- b) \$10.00
- c) \$15.00
- d) \$20.00

$$10/15 = 67\%$$

C

2) A roll of dimes is worth?

- a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

d

3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- d) \$2.00

d

4) A roll of pennies is worth?

- a) \$1.00
- b) \$0.75
- c) \$0.50
- d) \$0.25

C

5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- c) Point of sales
- d) People over service

8.75% ✓

6) What is the current sales tax rate in your city? 0.8 ?

C

7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?

$$\begin{array}{r}
 2.90 \\
 7.90 \\
 \hline
 10.00
 \end{array}$$

- a) \$4.06
- b) \$2.06
- c) \$7.06
- d) \$5.06

C

8) A customer buys two shirts for \$10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?

~~$$\begin{array}{r}
 10.50 \times 2 = 21.00 \\
 7.25 \times 2 = 14.50 \\
 \hline
 35.50 \\
 50.00 - 35.50 = 14.50
 \end{array}$$~~

- a) \$19.50
- b) \$14.50
- c) \$9.50
- d) \$4.50

C

9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?

- a) \$6.00
- b) \$8.00
- c) \$10.00
- d) \$12.00

1

10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?

- a) \$78.50
- b) \$58.50
- c) \$38.50
- d) \$28.50

~~$$\begin{array}{r}
 3.75 \times 2 = 7.50 \\
 1.25 \times 2 = 2.50 \\
 2.50 \times 2 = 5.00 \\
 3.25 \times 2 = 6.50 \\
 \hline
 22.50 \\
 100.00 - 22.50 = 77.50
 \end{array}$$~~

Cashier Test

Score / 15

9 11) Counterfeit pens should be used on which three denominations?

- a) \$20, \$50, \$100
- b) \$10, \$20, \$50
- c) \$5, \$50, \$100
- d) \$10, \$20, \$50

b 12) How many times should you count change when giving it to the customer?

- a) one
- b) two
- c) three
- d) no need to count

Question & Answer:

13) What is the minimum age for legal alcohol purchases? 21

14) What are the acceptable forms of ID for alcohol purchases? Government issue w/ picture
DL, ID, Passport

15) How many \$20 bills are in a bank band? 20 100

Servers Test

Multiple Choice

b 1) Food is served on what side with what hand?
 a) On the left side with the left hand
 b) On the left side with the right hand
 c) On the right side with the left hand
 d) On the right side with the right hand

d 2) Drinks are served on what side with what hand?
 a) On the left side with the left hand
 b) On the left side with the right hand
 c) On the right side with the left hand
 d) On the right side with the right hand

b 3) Food and drinks are removed on what side with what hand?
 a) On the left side with the left hand
 b) On the left side with the right hand
 c) On the right side with the left hand
 d) On the right side with the right hand

b 4) What part of a glass should you handle at all times?
 a) The stem
 b) The widest part of the glass
 c) The top

c 5) When you are setting a dining room how should you set up your tablecloths?
 a) Neatly and evenly across the tables
 b) The creases should all be going in the same directions
 c) The chairs should be centered and gently touching the table cloth
 d) All of the above

d 6) If you bring the wrong entrée to a guest what should you do?
 a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
 b) Inform the guests that you will bring the correct entrée once everyone else in the dinning room is served
 c) Try to convince the guests to eat what you brought them
 d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

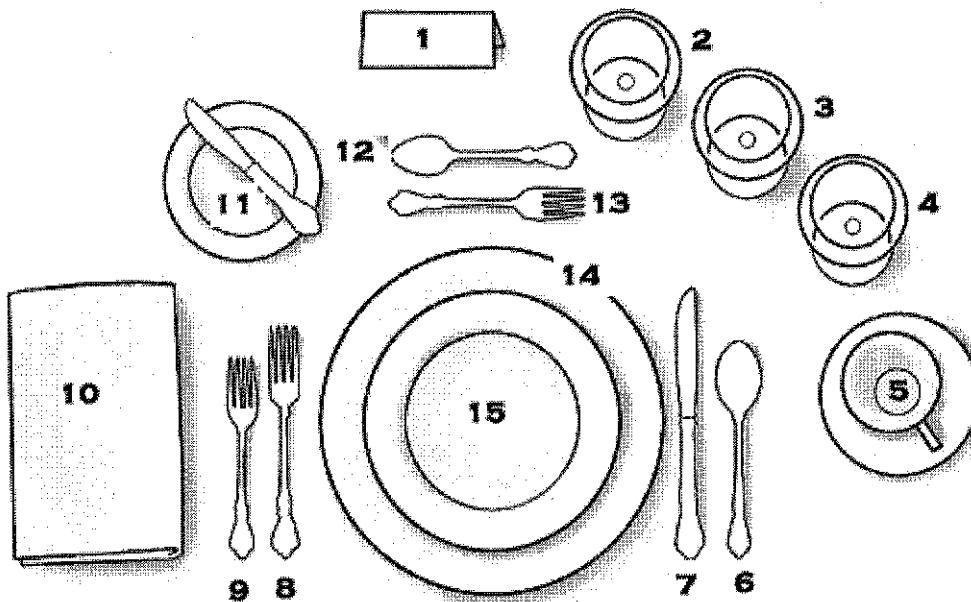
$$22/35 = 63\%$$

Match the Correct Vocabulary

D Scullery
A Queen Mary
C Chaffing Dish
G French Passing
B Russian Service
X Corkscrew
C ~~E~~ Tray Jack

A. Metal buffet device used to keep food warm by heating it over warmed water
 B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron)
 C. Used to hold a large tray on the dining floor
 D. Area for dirty dishware and glasses
 E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored
 F. Used to open bottles of wine
 G. Style of dining in which the courses come out one at a time

Servers Test



Match the Number to the Correct Vocabulary

<u>10</u>	Napkin	<u>8</u>	Dinner Fork
<u>11</u>	Bread Plate and Knife	<u>5</u>	Tea or Coffee Cup and Saucer
<u>1</u>	Name Place Card	<u>7</u>	Dinner Knife
<u>12</u>	Teaspoon	<u>2</u>	Wine Glass (Red)
<u>13</u>	Dessert Fork	<u>9</u>	Salad Fork
<u>10</u>	Soup Spoon	<u>14</u>	Service Plate
<u>15</u>	Salad Plate	<u>3</u>	Wine Glass (White)
<u>4</u>	Water Glass		

Fill in the Blank

1. The utensils are placed 5 inches from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? Cream ? sugar

3. Synchronized service is when: multiple servers? Not sure all plates served at once

4. What is generally indicated on the name placard other than the name? Name of the party once

5. The Protein on a plate is typically served at what hour on the clock? 10 once

6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? feel the cook, write it down

NOTICE TO EMPLOYEE

Labor Code section 2810.5

EMPLOYEE

Employee Name: Jennifer Jacklich

Start Date: 3/17/17

EMPLOYER

Legal Name of Hiring Employer: S.E Scher

Is hiring employer a staffing agency/business (e.g., Temporary Services Agency; Employee Leasing Company; or Professional Employer Organization [PEO])? Yes No

Other Names Hiring Employer is "doing business as" (if applicable):

Acrobat Outsourcing

Physical Address of Hiring Employer's Main Office:

665 Third St. Suite 415, San Francisco, CA. 94107

Hiring Employer's Mailing Address (if different than above):

Hiring Employer's Telephone Number: 415-431-8826

If the hiring employer is a staffing agency/business (above box checked "Yes"), the following is the other entity for whom this employee will perform work:

Name: _____

Physical Address of Main Office: _____

Mailing Address: _____

Telephone Number: _____

WAGE INFORMATION

Rate(s) of Pay: \$ 73.00 / 14 Overtime Rate(s) of Pay: \$ 19.50 / \$ 21

Rate by (check box): Hour Shift Day Week Salary Piece rate Commission

Other (provide specifics): _____

Does a written agreement exist providing the rate(s) of pay? (check box) Yes No

If yes, are all rate(s) of pay and bases thereof contained in that written agreement? Yes No

Allowances, if any, claimed as part of minimum wage (including meal or lodging allowances):

(If the employee has signed the acknowledgment of receipt below, it does not constitute a "voluntary written agreement" as required under the law between the employer and employee in order to credit any meals or lodging against the minimum wage. Any such voluntary written agreement must be evidenced by a separate document.)

Regular Payday: FRIDAY

WORKERS' COMPENSATION

Insurance Carrier's Name: Integro USA Inc. dba Integro Insurance Brokers

Address: 1 State Street Plaza, 9th floor, New York, NY. 10004

Telephone Number: 212-295-5440

Policy No.: LDC4042609 AOS

Self-Insured (Labor Code 3700) and Certificate Number for Consent to Self-Insure: _____

PAID SICK LEAVE

Unless exempt, the employee identified on this notice is entitled to minimum requirements for paid sick leave under state law which provides that an employee:

- a. May accrue paid sick leave and may request and use up to 3 days or 24 hours of accrued paid sick leave per year;
- b. May not be terminated or retaliated against for using or requesting the use of accrued paid sick leave; and
- c. Has the right to file a complaint against an employer who retaliates or discriminates against an employee for
 1. requesting or using accrued sick days;
 2. attempting to exercise the right to use accrued paid sick days;
 3. filing a complaint or alleging a violation of Article 1.5 section 245 et seq. of the California Labor Code;
 4. cooperating in an investigation or prosecution of an alleged violation of this Article or opposing any policy or practice or act that is prohibited by Article 1.5 section 245 et seq. of the California Labor Code.

The following applies to the employee identified on this notice: (Check one box)

1. Accrues paid sick leave only pursuant to the minimum requirements stated in Labor Code §245 et seq. with no other employer policy providing additional or different terms for accrual and use of paid sick leave.

2. Accrues paid sick leave pursuant to the employer's policy which satisfies or exceeds the accrual, carryover, and use requirements of Labor Code §246.

3. Employer provides no less than 24 hours (or 3 days) of paid sick leave at the beginning of each 12-month period.

4. The employee is exempt from paid sick leave protection by Labor Code §245.5. (State exemption and specific subsection for exemption): _____

ACKNOWLEDGEMENT OF RECEIPT

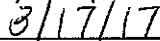
(Optional)

Erika Komatsu

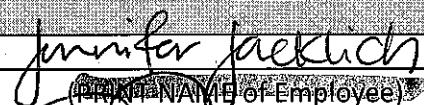
(PRINT NAME of Employer representative)



(SIGNATURE of Employer Representative)

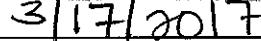


(Date)



(PRINT NAME of Employee)

(SIGNATURE of Employee)



(Date)



The employee's signature on this notice merely constitutes acknowledgement of receipt.

Labor Code section 2810.5(b) requires that the employer notify you in writing of any changes to the information set forth in this Notice within seven calendar days after the time of the changes, unless one of the following applies: (a) All changes are reflected on a timely wage statement furnished in accordance with Labor Code section 226; (b) Notice of all changes is provided in another writing required by law within seven days of the changes.