

**Jennifer Cox** \* 720.355.5466

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Thornton, CO

## **EDUCATION**

College of Southern Nevada

Completed Coursework in Management and Training, 2004

The Las Vegas Academy of International Studies, Performing and Visual Arts

Advanced Music Theory, Vocal Performance, Graduate 2000

## **PROFESSIONAL HISTORY**

### **Professional Perspectives**

*Staffing Consultant*

**11/2011-Present**

*Small, woman-owned Colorado business providing multiple industries with staffing solutions.*

- Directed business development by marketing to new and existing clients
- Create trusting relationships with clients to exceed ongoing staffing needs
- Independently obtained over \$47,000 of new business in 1st year of employment, \$102,000 in 2nd year
- Create and manage job postings using multiple social media platforms
- Review all resumes, hand selecting professionals with experience that exactly meets clients' needs
- Conduct phone screenings and live interviews with candidates
- Meet with clients personally to understand office culture to provide best possible candidates
- Draft formal offer letters and handle employee terminations with ease
- Assist fellow recruiters with projects, interviews and client visits
- Provide training to new office personnel
- Worked efficiently within heavy time constraints
- Consistently exceeding sales goals set in place by management
- AWARDED: "Rookie of the Year 2013"

### **Southwest Medical Associates**

*Patient Services Trainer*

**11/2010-11/2011**

*Nevada's largest healthcare provider with 13 specialties providing state of the art affordable care.*

- Instruct new hires on how to schedule patients with over 350 primary and specialty care doctors while instilling utmost importance of proper, empathetic customer care
- Train employees on all proprietary software, ensuring accuracy and retention
- Voted President of onsite celebration committee comprised of 10 employees focused on providing an uplifting work environment for a department of over 80 employees; arranging special events, pot lucks, birthday celebrations, holiday games, raffles and giveaways
- Chair member of similar committee, assisting with employee recognition events for clinical and support staff of over 500 employees

### **Limited Brands**

*Sales Associate/Key Holder/ Onsite Trainer*

**2000-2002 & 2010-2011**

*Victoria's Secret is a staple brand of this international retail group whose insatiable drive to meet their customer's needs has made them a household name.*

- Provide top tier customer service to each guest, learning and responding to unique needs
- Engage customer to create a welcoming environment while providing expert product knowledge

- Train new floor members on the understanding of company values, POS operating systems, product knowledge and importance of delivering superior service at all times
- Key holder, resolve customer payment disputes, give refunds and perform product returns
- Assist management with opening and closing store procedures, daily cash calculating, counting drawers between each shift, create daily cash and check deposit envelopes, night deposit deliveries

## **Starbucks Coffee Co.**

*Barista/Shift Supervisor/Coffee Master/Learning Coach*

**2002-2006**

*From their commitment to their in-store partners to the customer experience, this company embodies a well-rounded approach to satisfy and inspire greatness in everything they do.*

- Hired as Barista. Promoted to Supervisor after 9 months. Promoted to Coffee Master.
- Responsible for the entire staff to have complete understanding of each coffee selection. Was able to correctly identify each blend by taste and smell. Taught employees to explain the difference of the blends to inquisitive customers
- Invited to share product expertise at multiple locations and train a new coffee master at each store
- Was offered a lateral position to Learning Coach
- Spent 3 months at each new store in Northwest Las Vegas, training the "green beans" on all drink recipes/preparation, proper store cleaning procedures, POS operating system, menu memorization and (above all) ensuring their complete understanding of Starbucks' commitment to a fantastic customer experience for which they have become known for

## **REFERENCES**

Melissa Blodgett, Team Manager at Southwest Medical Associates: 702.321.6778

Kerri Tuttle, Staffing Manager at Professional Perspectives: 702.378.7455

## **Client, Candidate and Subordinate Testimonials**

“Kudos to Jen Cox. She is both knowledgeable and thorough. The epitome of what and who an HR Professional should be.” – Tracy Smith Allen (candidate)

“Jen is outstanding! Based on her representation of herself, the people she is placing and of your company, I am thrilled to be working with such a professional organization. It has been a long time since someone has been able to walk in and impress me the way that she just did.” – Sheila Singer (client)

“If it weren’t for Jennifer, I would not be the manager I am today. She never took any short cuts, always ensured her team was prepared for the day. We all felt appreciated when Jennifer was running the shift. I strive to manage my team the way she managed me.” – Jen Thomas (Current Starbucks Store Manager)