

Jen Dykstra

Centennial, CO 80122

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Professional Summary

Highly organized and detail-oriented professional with administrative, human resources, finance, banking, and customer service experience.

Qualifications

Intelligence

Problem solving and critical thinking

Teamwork

Leadership

Time management

Microsoft Office

Typing 70+ wpm

CRM and other database experience

Work Experience

Edward Jones - 11/2021 to 12/2022

Branch Office Administrator

- Team up with Financial Advisor to help clients achieve their long-term financial goals. Assist with managing client's accounts; open accounts, make deposits, send wires and transfers, process rollovers, trade confirmations, manage records, data entry, maintain knowledge of the market.
- Administrative work; manage FA's calendar, oversee appointment setting, answer phone calls, manage correspondence via mail and email, scan documents, organize files, greet clients, provide excellent customer service and communicate effectively with clients to ensure they feel understood and informed. Business planning and marketing.

Lea and Company - 10/2019 to 11/2021

Executive Administrative Assistant

- Provide administrative support and efficient assistance in the functions of property management. Setup and maintain accurate files and records. Perform clerical tasks, communication and correspondence. Type and compose letters, leases and agreements. Oversee vendors. Assist with showing properties, managing postings for available rentals, and overseeing maintenance to prepare for re-listing.

Jerome Gonzales Management Systems - 11/2016 to 10/2019

Executive Administrative Assistant & Human Resources Assistant

- Provide support and assistance for the CFO and COO as needed. Perform clerical tasks such as accepting and making phone calls, setting business meeting agendas, sending memos, accepting visitors, and setting the executive's daily schedule. Conduct market research and prepare statistical reports that are used by executives to make business decisions. Typing, data entry, filing, database management, office supply inventory. Duties as needed.
- Human resources. Personnel administration, processing new hires, merit increases, supervisor changes, terminations etc in our HRIS system. Benefits administration including managing open

enrollment and reviewing carrier's invoices. Database retention, company reporting, supporting day-to-day employee operations, paperwork, and filing. Assist with recruiting and posting jobs.

TD Ameritrade Trust Company - 06/2014 to 10/2016 Conversions Specialist

- Plan and facilitate the transfer of retirement plans and assets to and from one custodian to another. Provide service to third party administrators, record-keepers, financial advisors and participants. Create, assemble and send enrollment and communication materials in a timely and accurate manner. Create timelines and manage implementation tasks to achieve deadline standards accordingly. Prepare mutual funds for trading. Maintain knowledge of mutual funds and market trends. Review required plan documents. Ensure client's needs are met while adhering to regulatory requirements and policies.

TCF Bank - 10/2012 to 06/2014

Branch Supervisor / Banking Sales Representative/Teller

- Aid customers in opening, managing and optimizing their bank accounts and other products. Cash management, check cashing, personal and business deposits and withdrawals. Pursue leads and potential customers to expand services and products offered. Audits. Provide customer service and Resolve issues regarding customer accounts. Maintain safety and security and adhere to federal regulations.

Extra Innings Inc. - 04/2011 to 06/2015

Administrative /Personal Softball Instructor

- Front desk work such as greet customers, answer phone, schedule team practices or individual lessons and provide customer service. Retail sales in the pro shop and uniform ordering. Instruction and coaching for youth or high school softball players including private lessons or team camps.

Education

University of Colorado at Colorado Springs - 2001 to 2006

Bachelors of Science in Business Administration, Marketing emphasis

- Intercollegiate Softball Player (All-Conference and All-Region player)

Community Involvement

Grand Junction High School - 2018

Volunteer Assistant Softball Coach

Bear Creek High School - 2007-2009

Junior Varsity Softball Coach

Mesa State College - 2006-2007

Assistant Division II Intercollegiate Softball Coach

Doherty High School - 2004-2005

Volunteer Assistant Junior Varsity Softball Coach

Habitat for Humanity builds (four) - 2014-2019

