

Jamie E. Jeffers

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SKILLS: Highly organized, detail-oriented, ability to work under pressure, self-motivated, adaptable, problem-solver, event planning and coordination, community driven, with excellent communication skills.

WORK EXPERIENCE:

October 2013 – Present

AMERICAN TELESIS - Loveland, Colorado

Provisioning Manager

- Design and provision circuits for DS1, DS3, Ethernet, MPLS and DIA services to determine internal and vendor costs to prepare customer quotes.
- Create bids for customer circuit requests and liaison between customers and vendors.
- Work closely with team members, Sales, Billing, customers and vendors.
- Provide excellent customer service through vendor management, close attention to details, anticipate and solve problems, and update customers and/or vendors in a timely manner.
- Maintain professionalism while communicating with vendors and customers.
- Manage Provisioning staff: provide technical direction and guidance, ensure orders are processed correctly and on time, and troubleshoot problems for quick resolution with both internal and external groups.
- Provide quality assurance on all vendor orders and customer accounts.
- Assist Provisioning team with circuit design, daily workload prioritization, and flow of work from the Provisioning Department to the Maintenance Department.

January 2014 – December 2018

JEFFERS LANDSCAPE SOLUTIONS - Loveland, Colorado

Co-Owner & CFO

- Meet with clients to develop designs and plans for projects to stay within specific budgetary constraints.
- Calculate estimated costs, negotiate prices for customer job bids (landscape materials, equipment, and labor).
- Review/approve of all sales proposals before they leave the office to ensure format correctness, cost accuracy, profitability requirements, and overall completeness/accuracy.
- Supervise workers who install and maintain landscape jobs; hire subcontractors as necessary to complete specialized components of customer projects.
- Schedule project work, assuring that adequate staff and supplies are available to perform said tasks.
- Responsible for all marketing, operations and finance duties.
- Update QuickBooks to include accounts payable, accounts receivable, reconciliations (monthly and annually), and payroll (including benefits deductions and contributions).
- Responsible for interviewing, hiring and training of employees including organization of new hire paperwork and completion of paperwork for employee benefits packages.

December 2011 – October 2013

INMAN'S AUTO RESCUE - Lewisville, Texas

On-Boarding Manager

- Create and maintain databases and spreadsheets used to track recruiting and hiring; new employee evaluations and tests; and training progress of all employees.
- Responsible for creating and maintaining employee information including confidential personal data, compensation, tax data, and access to timecards, email, databases and software.
- Assisted in implementation of new HR program to streamline the flow of paperwork from the interviewing process through to day-to-day operations without redundancy.
- Created a new On-Boarding and Training program to reduce employee turnover rates.
- Monitor and track employee attendance, absences, and available leave hours.
- Recruiting, interviewing, hiring, training, and scheduling of all new employees.
- Suggest changes for the existing benefits package to meet the needs of our employees based on local trends and cost/benefit analysis of current packages and development of new employee compensation programs.
- Supervision of 150 employees to include organization of disciplinary forms and associated documentation of employee relations issues, promotions, and terminations.

September 2008 – December 2012

ROCK STAR ENTERTAINMENT - GREELEY, COLORADO

Operations Manager

- Complete basic clerical duties as well as create and maintain spreadsheets.
- Update Quickbooks: accounts payable, accounts receivable, payroll, and monthly/annual bank reconciliations.
- Hiring and training of employees including organization of new hire paperwork.
- Plan and coordinate all fundraising and community events (obtain necessary permits, creation and distribution of all marketing and promotional materials, manage event timelines, schedule all volunteers and sub-contractors to ensure appropriate coverage, and arrange prizes and funds for event).

May 2007 – September 2008

C. WATTS AND SONS CONSTRUCTION - Denton, Texas

Executive Assistant

- Completed word processing, correspondence, filing, and data entry using Microsoft software.
- Responsible for assisting home office with billing, accounts payable and accounts receivable, as well as spreadsheet creation and maintenance.
- Scheduling and coordinating permits, services, and personnel for new job sites to ensure budget limits are upheld throughout completion of the project.
- Prescreen job applicants and complete orientation paperwork, prepare job binders and legal paperwork, submit permit applications, and perform drug testing of all new hires.
- Coordinate travel for President and Estimator, including employee reimbursement for travel and day-to-day expenses when necessary.

August 2004 – November 2006

FRONTENAC YOUTH SERVICES - Oshawa, Ontario, Canada

Youth and Family Counselor

- Provide individual and family counseling and offer crisis intervention as needed.
- Perform family assessments to determine appropriate treatment options.
- Document and write treatment reviews, assessment reports, and letters as necessary.
- Attend staff meetings and clinical supervision to discuss and offer suggestions for treatment.

October 2001 – August 2004

ONTARIO LEGISLATIVE ASSEMBLY - Toronto, Ontario, Canada

Legislative Assistant

- Composed speeches to be presented by the Member of Provincial Parliament and organized briefing notes and itinerary for speaking dates, including travel arrangements.
- Completed word processing, correspondence and data entry utilizing Microsoft software.
- Monitored day-to-day operations of the Parliamentary office to meet budgetary Departmental constraints.
- Scheduled and coordinated Member initiated meetings, events, and fundraisers: created seating and table arrangements, ordered concessions, décor and equipment needed for presentations or demonstrations.
- Attended meetings on behalf of the Member to report detailed information back to him when necessary.
- Compiled and presented the Member's position via written and e-mail correspondence addressing constituent and community concerns and current trending issues.
- Created monthly newsletters, informational booklets, and presentations to be distributed to the Member's constituents as well as all event marketing and promotional materials (letters, invitations, posters, flyers, etc.).
- Coordination of all aspects of fundraising and event planning including event timelines; scheduling, training, and oversight of associated staff and volunteers to insure all elements of the event are successful.
- Manage all event venue(s), vendor relationships, and volunteer event planning committees.
- Track revenue, expenses and budgeted forecast for all events and day-to-day Departmental operations.

EDUCATION:

2001–2006 THE ADLER SCHOOL OF PROFESSIONAL PSYCHOLOGY - Toronto, Ontario, Canada

Master's in Counseling Psychology – GPA: 3.93

1998–2001 WILLIAM PENN UNIVERSITY - Oskaloosa, Iowa

Bachelor of Arts – Psychology (Human Services) and Sociology (Criminology)

President's List: *Graduated Summa Cum Laude* – GPA: 3.92

REFERENCES: Professional and personal references available upon request.