**Claudia (Jeni) Proft**

**2300 Rock Springs Dr, Las Vegas, NV**

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**619-746-5622**

**PROFILE**

Detail oriented and resourceful administrative professional with strong skills in operational support, customer service and sales support. Able to manage multiple complex projects and ensure accurate completion within deadlines. Excellent interpersonal and verbal/written skills to effectively communicate with management, coworkers and build relationships with customers. Quickly learn new systems and procedures for efficiency.

**Core COMPETENCIES**

Office Management Process Improvement Reports & Spreadsheets

Project Management Human Resources Personnel Supervision

Sales Support Customer Service Purchasing/Vendor Relations

Many years in Food/Deli/beer and wine service.

**Professional Experience**

Sprouts Farmers Market- San Luis obispo

Senior Deli clerk 3/2019- 3/2021

prepare all meals, salads, snack packs and other food items using weights and measures, following strict temperature guidelines, assist in sandwich making as back up, assist customers on sales floor finding items as well as answering questions about food, preparation and location. temperature and cleaning logs on a daily basis, training new hires, stocking shelves and organizing incoming deliveries, preparing rotisserie chicken and hot sides, preparing cold salads

Robin O’Hara real estate

real estate assistant

Nipomo , ca 2019

11/2018-8/2019

Marketing, prepare flyers, Facebook and instagram ads, running errands, making copies, posting ads with local open houses, shoot photos and videos for open houses and YouTube, marking analysis reports for reprint , research sales, providing new homeowners and sellers with documents, pop by deliveries, and mailings

Tri State Surveying 6/2018-11/2018

Las Vegas, NV

**Office Administrator**

* Assist President and Vice President with Legal documents
* Deliver and record plans at county offices
* Create Invoices using Deltek Advantage/Vision software
* Send out invoices and billing emails
* Entering and keeping track of time sheets for the field surveyors
* Purchase office supplies, organize files, assist in Reno office when needed.

law offices of Michael ripley 9/2017-11/2017

San DIEGO, ca

was laid off due to lack of business. These clients do not pay unless we are able to help them.

**loan modification assistant**

* assist clients with questions and update them on the process of loan modification
* process documentation and put together files for clients
* daily phone calls to the mortgage lenders to get updated status on client’s files and progress
* track pay stubs and bank accounts, making sure all monies are accounted for
* assist the loan modification manager on miscellaneous tasks and preparation for incoming and existing clients.
* Keep records and note taking on all calls made, status updates and progress.
* Daily emails and calls to clients to update on status

Advisors Credit, Henderson, NV 6/2011 – 9/2016

**Office Manager**

* Managed daily operations for a top rated credit assistance company, providing operational and administrative support to the executive team (CEO and CFO) and departments.
* Facilitated new business development by supporting sales activities.
* Answered inbound calls and replied to email correspondence.
* Set up client accounts in Salesforce CRM and advised sales on further action needed.
* Analyzed credit reports and advised clients on the best way to build their credit.
* Processed contracts and reports including daily accounting ad weekly quality control.
* Provided backup support for account managers, letter processer and sales team.
* Collaborated with loan officers to review documents and obtain current contract information for hard to reach clients to facilitate collection calls.
* Prepared loan officer documents; shipped certified letters to credit bureaus with pertinent and time sensitive documentation.
* Worked closely with Director of Operations to develop operational manuals (step by step instructions with PowerPoint presentations) and form templates.
* Orchestrated all facets of hiring from screening resumes, participating in interviews, ensuring employment forms were accurate, and onboarding and training new hires.
* Assisted CFO with expense reports and special projects, with a focus on reducing expenses.
* Performed operational tasks including purchased office supplies, managed vendor relationships, and scheduled meetings.
* Handled all payment processing for clients including credit/debit cards and checks.

Jenbluephoto, Atascadero, CA and Henderson, NV 1/2000 – 9/2016

**Photographer / Owner**

* Photographed events including weddings, conventions, portraits, products, and art.
* Directed day to day business activities including marketing, sales, and customer service.
* Award winning photographer.

Staples, Atascadero, CA 6/2008 – 6/2009

**Copy Center Associate**

* Processed print orders for walk in and online clients for large format printing, signs, business cards, brochures, manuals, stamps and other media.
* Provided sales floor backup for customer assistance, merchandising and cashiering.

Academe Real Estate, Atascadero, CA 8/2006 – 6/2008

**Administrative Assistant**

* Assisted walk in clients and telephone inquiries, and forwarded calls to agents.
* Performed administrative tasks requiring meticulous attention to detail including MLS data entry, processing offers, credit reports, and documenting commission statements.
* Created letters, marketing materials and other documents for agents.
* Scheduled weekly office meetings and luncheons.
* Maintained a professional, organized office to facilitate operational efficiency, working closely with the broker and office manager on special projects.

OfficeMax, Paso Robles, CA 1/2000 – 1/2005

**Operations Supervisor**

* Managed 15 store associates continuing prior duties including opening and closing store, daily sales counts, key carrier, and bank and change runs.
* Supervised all human resource functions including hiring, onboarding, and training; quarterly team member performance reviews; break and lunch scheduling and review of time sheets; organizing team meetings and employee morale events.
* Facilitated placement of plan-o-grams and pricing to comply with corporate protocols.
* Provided sales support by processing phone orders and following up on customer inquiries.
* Accountable for counting cash, checks and receipts; monitoring the safe; reviewing profit and loss reports, and ensuring proper inventory control to minimize shrinkage.
* Maintained break room and office supplies for business use.
* Chosen to travel in California to open new stores and train team members.
* Supervised cashiers; Served as closing/opening team member to prepare cash drawers and count tills, cover breaks, and assist in the copy center.
* Started in shipping/receiving department handling incoming shipments, processing damaged and defective items and supporting administrative duties before moving up to operations supervisor; Received numerous Employee of the Month awards for exceptional performance.

**COMPUTER SKILLS**

Microsoft Office: Word, Excel, PowerPoint, Outlook

CRM: Salesforce, Sugar, Deltek vision

Adobe Creative Suite: Photoshop, Lightroom, Elements

Business tools: Multi-line phones, Point of Sale (POS), eFax, DocuSign, UPS, USPS, PayPal, MLS

Typing Speed 50 wpm; 10 Key

**volunteer / extra curricular activities/other**

Published freelance writer/editor for [www.musicinsidermagazine.com](http://www.musicinsidermagazine.com) and [www.thebinderladies.com](http://www.thebinderladies.com)

Award winning Photographer: <https://www.facebook.com/jenbluephoto/>

Pacific Wildlife Care (Morro Bay, CA) and Las Vegas Boxer Rescue – Former Volunteer

Rover.com pet sitter

Served at California Mid State Fair – Beer and Margaritas, Also friend of fair volunteer for many years

Served Beer and food items at NASCAR Las Vegas

Previous employment history:

Supervisor at Elementary school;

Supervisor at MWR Fort Hunter Liggett- in charge of activities as well meals following the FDA guidelines;

Deli Clerk at Humphries Deli, Orchards Deli, and Head Start Preschool- central coast;

Clerk at Stagecoach Liquor;

Code Enforcement officer at Heritage Ranch