

# Jenae Luthi

---

## CAREER SUMMARY:

I currently work as a Real Estate Investigator for The Division of Real Estate. I work with Agents, Brokers and the Public to ensure trust and communication between the Industry and the Community. I process complaints received against the Real Estate Professionals, investigating the alleged violations. Writing reports of the findings and analyzing the laws compared to the actions of the Respondents. I have also assisted with the creation of the Real Estate side of the digital applications for the My License One online system that will be coming out next year. I am a detail oriented, quick learner who is full of ideas to quicken processes while keeping or improving quality of service.

## WORK SKILLS:

DOPL	DRE	OPERATIONS LEAD	OFFICE MANAGER	WAREHOUSE
Customer Service	Research	Apple Products		Order Fulfillment
Windows 10	Spreadsheets	Management	Billing	Organization
Background Check	Write Reports	B2B Customer Service	Create Routes	Efficiency
Running reports	Licensing	Prioritize Workflow	Scheduling	Troubleshoot PC's
Word and Excel	Initiative	Develop Solutions	Reception	Assembly
Time Management	Investigations	Analyze Reports	Create Contracts	Attention to Detail

## WORK EXPERIENCE:

**Division of Real Estate Investigator II:** I am the innovator for the processes we use. I find the most efficient way to process, and they are often implemented among my teams. If I have an idea of how it could be better, but do not know how to do something to make it possible, I will find the answers. I learned appScript and basic JavaScript to create a Spreadsheet that has since been implemented. It is what drove me to take the Fullstack course with EdEx. I also Investigate complaints.

**April 2021-July 2023**

**Division of Real Estate Office Specialist II:** I licensed Real Estate Agents and Brokers for the State of Utah, my principal duties were to answer questions regarding laws around the licensing of Agents, Brokers and Companies. I also processed applications. I compared the laws regarding the licensure requirements for Brokers and audited their work history to make sure it was compatible with the laws.

**April 2020-April 2021**

**DOPL Office Specialist 1:** I worked in the Criminal History Unit where I ran backgrounds from BCI, answered phones, provided customer service, ran weekly reports, used the Office suite, organized fingerprint cards and assisted 8 bureaus by creating and uploading applications.

## iDrive: Warehouse Operations Lead

**Jan 2019 – April 2020**

**Operations Lead:** I was the Operations Lead for two departments, Returns and Kitting. Trained and scheduled 8 employees between the departments. Developed and customized reports for the improvement of operations in the Warehouse, troubleshooting computer issues. Performed business to business customer service. Placed orders for service and repair. Resolved customer service tickets.

**Warehouse Pick Lead:** Using current technology methods, processed and gathered orders for online customers. Managed 30 employees and tablets for warehouse use. Customized and prioritized the order fulfillment for the public customer orders for 11 companies.

## A+ Onsite: Office Manager

**Aug 2015 – Apr 2017**

**Office manager:** Gathered data and coordinated efficient transportation routes for 3 septic technicians. Entered inspection data from technicians to the county health department website. Created invoices, processed accounts payable, processed payments in QuickBooks, and prepared deposits for the bank. Answered phones, scheduled appointments for customers and managed office personnel.

## EDUCATION:

GED

Jun 1998

Full Stack Certification with Utah University

Completed Dec 2023