



LAUREN COATES

TO WHOM IT MAY CONCERN,

Greetings! I hope this letter finds you well.

In the past I have achieved many goals at an exceptional rate. I have equipped myself with skills such as compliance, collaboration, teamwork, critical and analytical thinking, mentoring, negotiation, written and verbal communication, and loyalty. I am a quick study and teamplayer who loves to try new things. My experiences have developed many skills: multitasking, decision making, perfecting flexibility and adaptability, to name a few.

I have the passion and drive that will benefit a team and profit your company when given the opportunity to collaborate. Thank you for your time and consideration. Please reach out at any time should you have further questions. I look forward to hearing from you soon.

Sincerely,

Lauren Coates

CONTACT

jclscoates@gmail.com

(480) 490-1925

Phoenix, Arizona

EDUCATION

2011-2012 – Associates in Arts degree- Green River Community College.

2014-2016 – Bachelor’s Degree – Major in University Studies with a Minor in Psychology- BYU-Idaho

June 2024-Current (ends November 2024) BootCamp - Full stack web development bootcamp through ASU

WORK EXPERIENCE

Bankruptcy/State Court Collector III

May 2023-Present

- o Manage state court email for the Bankruptcy State Court team at Arizona Department of Revenue
- o Produce timely responses to all Attorney General requests
- o Conduct compliance checks for bankruptcy cases
- o Prepare cases for liens
- o Train new hires on operational procedures
- o Create and facilitate team meetings
- o Scan and prepare bankruptcy correspondence for our team
- o Compose and update various forms of data for the Attorney General’s office
- o Organize and execute open and close reports for cases with the attorney general office
- o Call banks and employers for updated levy status
- o Receive and answer department phone line
- o Collaborated on a special project reducing the Collection teams backlog

Stay at Home Mother

September 2017-Present

- o Maintain Busy Household
- o Set and adhere to budget
- o Organize and educate children

Store Owner/Creator- Etsy

August 2022- present

- o Create Artwork for resale
- o Manage professional website, package and ship orders
- o Created logo and font for a unique store front

Personal Assistant – Edelmayer & Sons, Inc.

March 2016- February 2017

- o Maintained schedules
- o Cleaned and Kept Professional and Personal environment
- o Managed Correspondence

Sushi Chef/Server – Dong’s Sushi

September 2015–April 2016

- o Managed multiple customer orders simultaneously to each customers satisfaction
- o Efficiently cooked, fried, and cleaned to decrease wait time for customers
- o Frequently adapted to different roles according to the constantly changing needs of the restaurant

Merchandise-CAF Outdoor Cleaning Solutions, Inc.
2011-2012

- Packaged inventory
- Inventory accountability
- Scheduled and oversaw deliveries and pick-ups
- Prepared samples

AWARDS/COMMUNITY INVOLVEMENT

2007-2011 - Lead Ballerina- Evergreen City Ballet Company
2009-2010 - DECA Club-Winner of the Business Services Marketing Series
2013-2014 - Full time Missionary- The Church of Jesus Christ of Latter-day Saints
2015-present - Sunday School Teacher

SKILLS

Exceptional Customer Service Skills	Critical Thinking Skills/Multi-Tasking
Professional Written and Verbal Communication	Problem Solving Solutions
Statistical Reporting	Microsoft Suite: Excel, Word, PowerPoint, Outlook
Sales & Time Management Skills	Google Suite: Gmail, Meet, Chat, Drive, Sheets, Docs, and Forms
Excellent Conflict Resolution Skills	Procreate
HTML	CSS
JavaScript	TypeScript
SQL	TAS (Tax Accounting System)
NodeJS	React