

# Jasmine Gwin

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Willing to relocate: Anywhere

## Work Experience

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### **Financial Professional**

The Miliare Group - Raleigh-Durham, NC

April 2023 to Present

- I am an Independent Full-service Financial Professional who specializes in Insurance, Financial literacy, and Leadership development.
- I guide families in creating strategies to better their financial lives and the lives of those who come after.
- We focus on debt management, budgeting, estate and tax-free retirement building, emergency funds, and the building of wills, and trusts, and saving our clients the most money possible.
- I build, manage and support my client's portfolios, and create a hands-on learning experience to guide them on the best path for their needs.
- CRM- Relationship building is important, as we continue our rapport throughout our clients' lives. I create Excel sheets, contracts, and drives for client access, and organize documentation, and bookkeeping. PPI, and Private Information handling. Compliance and Legal Responsibilities.
- I build businesses and passive income for clients and business partners
- I manage my team in project coordination, CRM, social and digital media strategies, business development, event planning and coordination, talent acquisition, and HR
- Lead generation
- I am also the Creative Director of Social Media and Digital media management for my team.
- Marketing and Sales
- Web Development, Media Development
- Market Research
- Responsible for the Growth, Stability, Direction, and daily operations
- Finance and accounting
- Negotiation
- Communication
- General Management
- Leadership and Team Building
- Strategic Planning

### **Behavioral Technician**

Key Autism Services - Raleigh, NC

February 2023 to Present

Provide one on one (1:1) in-home Applied Behavioral Analysis (ABA) therapy  
Collect behavior and skill acquisition data during sessions  
Conduct discrete trials, implement behavior support, and treatment plans

Work collaboratively with a BCBA (Board Certified Behavior Analyst) Supervisor to implement basic principles and teaching procedures of ABA therapy

Be responsive to the needs and requests of clients, their families and supervisors

Be goal-oriented and maintain professionalism in all aspects of your work

## **United States Army**

U.S. Army Reserve - Raleigh, NC

July 2017 to Present

- Weapons Handling and management
- Operate communications systems
- Dental Hygienist Assisting
- Primary tactical data system operations
- Data base management
- Fire mission processing
- Cannon and rocket operations
- Physically and mentally fit to perform under pressure
- Ability to multi-task
- Capable of working as a team member
- Work within the medical field assisting and training with professionally trained medics
- I'm constantly within a medical setting, learning, and practicing new treatment, first response and medical readiness
- Phlebotomy trained
- Manage medical equipment
- Patient-care techniques
- Emergency medical techniques
- Advanced medical care
- Plaster-casting techniques
- Enjoy helping and caring for others
- Ability to communicate effectively and work under stressful conditions
- High attention to detail
- Verifies patient information
- Recording medical history
- Taking blood pressure, weight, and temperature; and reporting patient history summary.
- CLS combat training
- Combat training
- Security training
- Riot training
- Anti-terrorism training
- Weapons training
- As field artillery we are trained in multiple weapons, guns, and styles of combat
- We are annually trained and certified for weapons and shooting
- Search and cease of vehicles
- We are trained in deescalating fatal interactions and monthly trained with fellow police forces on how to properly subdue threats
- Mechanical maintenance, PMCS - analyzing and repairing vehicle and routine maintenance for the vehicles.
- Paralegal assistance
- I'm also familiar with legal settings and confidentiality

- Recruiting for the military
- Identifying work ready talent
- Hiring and screening new applicants and soldiers, and operating internal recruitment processes

## **Founder and CEO**

For the Lo LLC - North Carolina

Present

- Negotiation
- Communication
- General Management
- Finance and Accounting
- Leadership and Team Building
- Strategic Planning
- Marketing and Sales
- Digital and Social Media Marketing
- Social Media Strategies
- Event Coordination
- Event and Project Management
- Make buying trips to purchase inventory
- CRM
- Database management
- Files and Document organization
- Hiring, training, management of onboarding process
- Business to business Sales and Marketing
- E- commerce
- E-procurement
- Business to Consumer- sales and Marketing
- Art and production
- Digital media
- Digital Media Marketing
- Social media Marketing and Management
- Social media Strategies
- Logo designs
- Web develop and design
- Business Planning
- Business Marketing and Management
- Financial Strategies with complimentary consultation.
- Learning and mentorship
- Leadership growth
- Platform for artists
- Creating sales displays

## **Manager**

AutoZone - Raleigh, NC

May 2023 to December 2023

- Responsible for planning, directing, and overseeing the operations and fiscal health of a business unit, division and operating unit within an organization.

- Work with Human Resources staff to recruit, interview, select, hire, and employ an appropriate number of employees
- Provide oversight and direction to the employees in the operating unit in accordance with the organization's policies and procedures.
- Delegate responsibility and expect accountability and regular feedback.
- Maintain employee work schedules including assignments, job rotation, training, vacations, and paid time off, telecommuting, cover for absenteeism, and overtime scheduling.
- Handling and building customer relations and providing solutions.
- Creating a team work environment, that is conducive to learning and confident development in independent work.

## **Estimator**

Clancy & Theys Construction Company

November 2022 to July 2023

Pre-Con VP + 4 additional estimators.

- Bid Solicitation and Subcontractor Database management.
  - Prepare plans/documents digitally for pricing.
  - Frequent outbound phone calls to subcontractors to solicit bids. Persistent, professional, and persuasive.
  - Management of heavy volume of emails pertaining to questions regarding projects.
  - Organize and maintain the project's plans/documents/proposals within the designated Windows Folder.
  - Research product information, market prices and companies on the internet.
  - Update and Manage the Preconstruction Schedule (MS Project) weekly and use it to prioritize administration work
  - Investigate employee issues and conflicts and brings them to resolution
  - Work closely with the owners to process and manage important emails and contracts for current projects.
  - Upload and transfer and processing of project drawings and plans/ specs.
  - Contact landlords and owners for project information and maintaining relationships with companies.
  - Assists the Estimating department on phone calls, subcontractor search and bidding new projects as needed.
  - Development of project reports and maintenance Investigate employee issues and conflicts and brings them to resolution
  - Provide determining factors of what will influence the cost of a service or product
  - Researching and compiling quotations and contract negotiations to prepare reports.
  - Analyzing required documents, blueprints, and project plans thoroughly to gain understanding of project.
  - Process Bids placed by clients
  - Material procurement, determining inflation and the purchasing process of items.
  - Presenting prepared documents of Procurement to management
  - Negotiating contract terms with subcontractors
  - Working with invoices and processing the payments
  - Compiling and recording actual costs
- Skills:
- Ability to prioritize and multi-task in a fast-paced environment.
  - Knowledge of construction in general / knowledge about local construction market (Subcontractors).
  - Ability to work and assist on multiple projects concurrently

- Ability to meet critical deadlines and flexibility to accomplish other tasks as needed.
- Computer literacy – Windows file structures, Office 365 Products –MS Word, MS Excel, MS Project, Outlook, one note Bluebeam (PDF read and edit), Building Connected, Drop Box, File Transfers, using and updating databases. MS Office and Bluebeam advanced experience
- Ability to manipulate documents from different file types

## **Logistics Specialist**

North Carolina Department of Public Safety - Raleigh, NC  
November 2020 to November 2021

Responsible for planning, administering, and managing the supply/inventory program. Responsible for providing lodging and request for lodging for the military personnel and government personnel. Provide logistical support for all

Academy sections and operations.

- Supervise the preparation and submission of all supply requisitions and documents.
  - Gather, analyze, keep track, and communicate safety and other information to the departments within the office and external government and locals.
  - Coordinate assigned government vehicles and travel pertaining to operations and logistics. Work independently, organize complex situations, respond with only general supervision, and handle verbal communication.
  - Create and keep standing relationships with vendors and negotiate the terms of their contract.
  - Maintaining electronic calendars, scheduling reservations, answering phones, providing, and coordinating the provision of a full range of clerical and transportation supports including documented, copying, verifying account and cost centers numbers filing for all staff with completeness and accuracy.
  - Assist with compiling, analyzing, and organizing materials and sending reports electronically to intended recipients.
  - Assures accountability of all adequate inventory of office supplies, Field staff equipment, Academy equipment, NCEM equipment and supplies daily.
  - Submit and track requisitions in the state's E-Procurement system.
  - Receiving and processing payments and inventory of items.
  - Assist with budget preparation, budget management and funding requests. Assist with ensuring accountability for Academy contracts and agreements with vendors.
- Code and submit invoices for payment. Organize and manage logistical support of cadet in-processing and out-processing activities. Transport and supervise cadets when participating in off-site Academy activities, as needed
- Assigns and coordinates state vehicles to staff, handles documentations and contracts, including purchase requisitions, license plate/titles. Schedules vehicles for travel and maintenance.
  - Oversees the supply chain operations of the section of the company.
  - Analyzing logistical Procedures
  - Review and preparing purchase orders and presenting the data to management.
  - Training new hires on policies and responsibilities of the position.

## **Team Manager**

Conduent  
August 2019 to November 2021

As a team manager and senior support, I was able to grow and gain many skills. I excelled quickly through the ranks and levels of the position, allowing me to teach and help grow others knowledge towards the job.

- This job consists of constant data entry and searching through databases to find solutions to the customers issues.
- I assist all types of customers with fixing, reading, and walking through the technical aspects of devices, computer software, other technology not associated with the company.
- I also assist other companies with business related technical support, so I do understand the importance of a business environment and necessity of professionalism.
- We must undergo continuous privacy training as we work with very sensitive information and are not able to disclose with customers, or other companies the information we handle.
- Since this is a paperless environment, we have been trained in multiple software as well as different devices to work with.
- I am trained in deescalating situations, and working with a customer in any state of mind
- I also work with medical information, helping our customers log, understand and use the medical devices we provide.
- We as a company, are on a strict schedule so time management is a must, we must be able to follow the schedule with no disruption, this has enabled me to always think quickly, plan, to complete the tasks we have and helping the customers in a timely manner. This also keeps me detailed oriented and helps anticipate the next steps needed.
- The environment is very unpredictable which allows me to be adaptable to the situations at hand.
- I also continued to work and train other employees, and help get them situated within their positions, answered questions, and carried teams through training.
- Floor support for tier 1 and 2

## **Human Resources/ Recruiting**

Volt Workforce Solutions

January 2018 to July 2019

I work through a database to find qualified candidates for different positions at various companies. I worked closely with the organization to understand their needs and find the best candidates for the position.

- Recruiting candidates and analyzing their contracts, filing and processing the documents and resumes received.
- I conducted interviews for the candidates and denied those that were not a fit for the job, and fired those that the company was unsatisfied with if needed.
- Ensure job descriptions are up to date and compliant with all local, state and federal regulations
- Develop training materials and performance management programs to help ensure employees understand their job responsibilities
- Using Microsoft office, adobe reader, word, and outlook daily.
- Handled all documents including intake and in processing packets, benefits, military leave processed payrolls.
- Sending emails and recruiting for employers and companies, schedule interviews for each candidate and kept a thorough schedule of dates and times.
- Create a compensation strategy for all employees based on market research and pay surveys; keeps the strategy up to date
- Helped the client create proper resumes to ensure success for the position.
- Correct and update the clients' records.
- Used various office machinery, like printers, fax, extra monitors, hardwire phones.
- Maintained workspace and clients PPI., personal information and records.
- I taught and trained those under me and provided guidance in times of learning or needed help and investigated employee issues or conflicts and created solutions for them.

· Team lead for support and training and worked closely with the managers for scheduling of the company, processing, the information of new hires and maintaining employee records.

### **Quality Assurance Specialist/ Assistant Manager**

Chilis Bar and Grill

May 2016 to December 2017

I started as a host and quickly grew and branched off into new positions that catered to the needs of the company. I ended my position as a QA and assisting the managers. I worked closely with staff to assist in all situations including handling customers complaints as well as employee complaints.

- Documenting and reporting product or service quality levels.
- Developing and implementing standards for inspection throughout the restaurant.
- Developing a workflow for product inspection.
- Developing plans to help a company manage waste.
- Communicating with other team members to solve problems properly
- Money handling- cash orders and working the register.
- Assisted with greeting customer and display excellent customer service, guiding them to their seats
- Assisted with serving, taking orders, running the trays, conversing with customers and keeping up relationships and appearances of the company.
- Did To-go serving, an extremely fast paced environment.
- To-Go catering- I take over the phone orders, and input them into a computer, then give the printout to the cooks. Putting together the order in a timely fashion, and having the correct order was extremely important.
- As Assistant manager I handled all customer complaints and deescalated most situations with conversation and solutions.
- Used their database to take and create customers' orders.
- Q&A- On busy nights I was put into the kitchen a lot of the time to inspect and correct any plates and food being made. Inspect the area and the cleanliness of the surrounding areas, and trained those under me the proper procedures and policies of our company and environment.
- Hands on training new hires with the computer systems, food prep, and cleaning.

## Education

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### **College Degree in Digital Marketing/ Advertising**

Wake Technical Community College

## Skills

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- Data entry
- Communication skills
- Customer service
- Mac OS
- Adobe Acrobat
- Typing
- Recruiting
- Sourcing

- Active Directory
- Microsoft Windows Server
- Microsoft Exchange
- Linux
- Bluebeam
- Microsoft Project
- Negotiation
- LAN
- TCP/IP
- SQL
- Oracle
- Microsoft SQL Server
- Computer operation
- Remote access software
- Maintenance
- Help desk
- Database management
- Desktop support
- Software troubleshooting
- Purchasing
- Construction estimating
- Research
- Operating systems
- Customer support
- Organizational skills
- Microsoft Excel
- Construction
- Computer literacy
- Windows
- Leadership
- Microsoft Office
- Technical support
- TCP
- Microsoft Word
- Network administration
- System administration
- Administrative experience
- Computer networking
- SharePoint
- Microsoft Outlook



- UI
- Network support
- VMWare
- Front desk
- Typing
- Clerical experience
- Customer service
- Personal assistant experience
- Medical records
- Bookkeeping
- Office management
- QuickBooks
- Google Docs
- Accounting software
- Project coordination
- CRM software
- Events management
- Hotel experience
- Outbound sales
- Public relations
- Adobe Acrobat
- Security
- Social media management
- Customer relationship management
- Recruiting
- Microsoft Access
- Network support
- B2B sales
- Copywriting
- Order fulfillment
- Marketing
- Conflict management
- Graphic design
- Photo editing
- Web design
- Workday
- Software troubleshooting
- Creative writing
- SharePoint
- Proposal writing

- Desktop support
- WordPress
- E-commerce
- Network administration
- Leadership
- Journalism
- Business development
- Data collection
- Operating systems
- Email marketing
- Project scheduling
- Construction
- Digital marketing
- Payroll
- Accounts receivable
- Procurement
- Data management
- Project management methodology
- AI
- Presentation skills
- Analysis skills
- Relationship management
- Human resources
- Sourcing
- Account management
- Project management
- Scrum

## Military Service

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### **Branch: Army Reserve**

Service Country: United States

Rank: E3

July 2017 to Present

Operate communications systems

- Dental Hygienist Assisting
- Primary tactical data system operations
- Data base management
- Fire mission processing
- Cannon and rocket operations
- Physically and mentally fit to perform under pressure

- Ability to multi-task
- Capable of working as a team member
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- Manage medical equipment
- Patient-care techniques
- Emergency medical techniques
- Advanced medical care
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## Certifications and Licenses

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### **Secret Clearance**

### **Life Insurance License**

June 2023 to June 2025

## Assessments

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### **Recruiting — Proficient**

October 2021

Managing the candidate sourcing and selection process

Full results: [Proficient](#)

### **Social media — Proficient**

January 2024

Knowledge of social media techniques and analytics interpretation

Full results: [Proficient](#)

### **Working with MS Word documents — Proficient**

May 2021

Knowledge of various Microsoft Word features, functions, and techniques

Full results: [Proficient](#)

### **Customer focus & orientation — Proficient**

July 2021

Responding to customer situations with sensitivity

Full results: [Proficient](#)

### **Work style: Reliability — Proficient**

July 2021

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

### **Attention to detail — Proficient**

November 2021

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

### **Social media — Proficient**

November 2023

Knowledge of popular social media platforms, features, and functions

Full results: [Proficient](#)

### **Sales skills — Proficient**

June 2021

Influencing and negotiating with customers

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.