South Jordan, UT 84009 **|**  925-548-4511 **|**  [americajfrancis@gmail.com](mailto:americajfrancis@gmail.com)

America Francis

**PROFESSIONAL SUMMARY**

Organized administrative assistant offers keen attention to detail and self-motivated work ethic. Communicates effectively and performs well independently or with a team.

**SKILLS**

|  |  |  |
| --- | --- | --- |
| * MS Word & Excel * Writing & Editing | * Customer Service * Critical Thinking | * Records Management * Administrative Support |

**EDUCATION**

**B.S., Brigham Young University** (Provo), Family & Human Dev**.,** *magna cum laude*/University Honors

**EXPERIENCE**

**DESTINATION SERVICES CONSULTANT** 07/2022 to Current **IOR Global Services**, Herriman, UT

Coordinate services (housing, schools, familiarity with the area, and ID) for relocating employees

**MORTGAGE LOAN ORIGINATOR** 03/2017 to Current **Emperiq Financial**, West Jordan, UT

Assist clients to secure funding, navigate home loans, and refinance loans NMLS #1543059

**MEDIATOR** (volunteer) 01/2019 to Current **BYU Center for Peace & Conflict Resolution**, Provo, UT

Facilitate communication & dispute resolution (Qualified by SL County court roster of mediators)

**EXECUTIVE ASSISTANT** 10/2021 to 03/2022 **Foundation For Family Life**, Riverton, UT

Created a spreadsheet-based task system to improve staff’s time management

Updated documentation and organized files and data

**COMMUNITY MANAGER** 06/2006 to 03/2010 **Spieker Companies**, Redwood City, CA

Coordinated vendors, scheduled maintenance, and rented apartments

Acted as an onsite resource for 50 apartments (Leased 54 apartments in 2009)

**COORDINATOR III** 08/2004 to 02/2006 **Earth Tech/Tyco**, San Jose, CA

Proofread for staff scientists and engineers and created charts, graphs, and spreadsheets     
Edited technical reports (10,000+ pages each) as part of a team

**EDITOR** 09/2002 to 05/2003 **Focused Mediators**, Parsippany, NJ

Transcribed & abridged a self-help book on relationships, communication, and conflict resolution

Synthesized 450 pages, from three sources, into a 200-page manuscript

**SENIOR SOCIAL SCIENCE INTERN** 09/2001-05/2002 **The Heritage Foundation**, Washington, D.C.

Compiled data, proofread, and contributed to manuscripts

Coauthored a published report that was quoted in a U.S. Senate Finance Committee hearing

**SPECIAL ASSISTANT TO THE EDITOR** 09/2001-12/2001 **Pierce Group International**,D.C.

Created charts from social science data, edited documents, and updated an adoption website

for Dr. William Pierce (a founder and president of the National Council for Adoption)

**LANGUAGES**

**Spanish** (limited working proficiency)