



Ashley N. Jones



Contact

Location

*Willing to Relocate or
Telecommute*

Phone

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E-mail

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Skills

Project Management

●●●●●
Excellent

Microsoft Excel

●●●●●
Excellent

Problem Solving

●●●●●
Excellent

Time Management

●●●●●
Excellent

Database Management

●●●●●
Excellent

Process Improvement

●●●●●
Excellent

Detail-Oriented

●●●●●
Excellent

Verbal & Written

Communication

●●●●●
Excellent



Professional Summary

Driven and resourceful professional with 13+ years of experience with project management, data analysis, and process improvement initiatives. Track record supporting professional needs with well-organized precision. Sophisticated and graceful in managing high-volume workloads in rapidly changing environments and multiple competing deadlines.



Work History

HR Project Representative

XeniumHR, Tualatin, Oregon

- Accurately administer leaves of absence under the Family Medical Leave of Absence Act (FMLA), the Oregon Family Leave Act (OFLA), and Washington Paid Family & Medical Leave (WPFML) for more than 30 individual clients. From leave initiation through closure, including all appropriate communications and required updates related to the employee's leave record.
- Manage more than 300 leave cases simultaneously by creating a robust Excel tracker with checks and balances that was quickly adopted by the greater team.
- Create stand-alone employment policies, employee handbooks (Adobe InDesign, Microsoft Word), organizational charts (Microsoft Visio), job descriptions, and other deliverable projects requiring a keen eye for detail for more than 150 clients.
- Use Monday.com to track projects in queue and to alert Business Partners of changes in status to provide proactive transparency.
- Process unemployment claims and verifications of employment.
- Perform I-9 and personnel file audits both on-site and electronically.
- Analyze issues with internal processes and propose and implement improved methods to reduce error.
- Conduct on-site onboarding of new employees for clients (construction, pediatric healthcare, real estate, etc.), including collecting new hire paperwork and answering questions related to medical, dental, and vision benefits.
- Keep multiple types of projects (handbooks, policy drafts, job descriptions, etc.) on schedule by managing deadlines and adjusting workflows, as needed.

October 2018 –
February 2021

November 2017
– October 2018

- Develop and pilot new system and processes including new leave request collection via forms and database management using SmartSheet.
- Liaise between departments and clients, facilitating communications and keeping appropriate parties updated on project developments.
- Record time allocated to projects in CRM and update master tracking documents.
- Work directly with Directors, Business Partners, and external clients to share and implement best practices, and to set ambitious but achievable goals on deliverable projects.
- Implement new systems using the tools at hand (Microsoft Office, Monday.com, SmartSheet) to improve efficiencies and reduce human error.

Preload Supervisor

United Parcel Service, Beaverton, Oregon

- Responsible for supervising preload shift at the Beaverton hub, consisting of 12+ employees, which includes conducting performance reviews, providing feedback on loading techniques to ensure highest safety practices, and scheduling and auditing load assignments.
- Build rapport with employees through positive encouragement and using a consistent management style.
- Troubleshoot hardware issues with scanners and printers.
- Demonstrate strong communications skills by leading daily employee meetings.
- Create stronger working relationships with drivers by meeting tailored needs by route.
- Serve as one of the top trainers for new employees.
- Train new staff on job duties, company policies and safety procedures for rapid onboarding during the holiday season.
- Use hand-held devices and computers to record and monitor inventory levels and completed audits to uncover and address inaccuracies.
- Promoted to a supervisory role after three months of preloading.

June 2014 –
October 2017

Office Assistant

Hazelden Betty Ford Foundation, Beaverton, Oregon

- Ensure highest quality customer service by providing an inviting and nurturing lobby for patients and alerting counselors of patient arrivals.
- Professionally answer and direct phone calls, schedule appointments, prepare new paperwork while abiding by HIPAA.
- Create a multi-faceted Excel spreadsheet, with built-in checks and balances, to ensure patients were being correctly billed, used daily by greater team.
- Aid supervisor with multiple side projects, some of which were shared among the entire mid-level management team for use in every office.

March 2014 –
June 2014

- Reliable source for co-workers to assist with troubleshooting computer, office equipment, and software issues.
- Super user for the newly implemented electronic health record system “Compass”.
- Establish an in-office bookstore for patients including create and log SKUs in billing system, set up credit card machine, and promotional efforts.

Billing & Eligibility Specialist

Moda Health Plan Inc., Portland, Oregon

- Timely and accurately enter and maintain member eligibility data, generation of member ID cards, customer billing preparation and reconciliation processes.
- Ensure prompt enrollment entry for customer service for individual and group Medicare and direct policies.
- Assist Cover Oregon and Medicare Billing and Eligibility department in problem resolution.
- Perform balance transfers, premium reconciliation and in-depth account research to ensure accuracy and correctness.
- Responsibly uphold confidentiality expectations and HIPAA regulations to ensure member privacy.
- Communicate efficiently and promptly to leads and managers of various departments.
- Reliable source for co-workers to rely on for assistance with account support.

April 2013 –
February 2014

Administrative Assistant to HR & President

E C Company, Portland, Oregon

- Share time between two supervisors the President of the company and the HR Supervisor.
- Responsible for arranging personal and business travel plans, including flights, hotels, car rentals, and entertainment.
- Schedule catering for luncheon meetings and reserve conference rooms.
- Draft and send correspondence on behalf of the President.
- Create expense reports using formulas created in Excel.
- Maintain the Company's education fund by ordering educational materials, webinars, professional memberships, etc. and reconciling the budget.
- Present a 45-slide PowerPoint to all non-bargaining new hires, both in person and via phone conference, providing an overview of the Company's history, branches of work, benefits, and other general information.
- Act as the first point of contact for employee benefit questions and inquiries, not limited to: medical, dental, vision, 401k, AD&D, and life insurance inquiries.
- Confidentially retain employee personnel files.
- Create a retention schedule for all, both current and past, I-9 Employment Verification Forms to ensure compliance with the law.
- Assist with screening resumes for vacant positions and sending EEO letters to qualified candidates.

January 2012
– March 2013

- Create, maintain and log all applicants for Affirmative Action reporting using Viewpoint.
- Responsible for accurate recordkeeping of personnel file and other employment-related paperwork.
- Trusted to confidentially handle employee inquiries, concerns, and questions.
- Implement new processes to streamline work and improve efficiencies.

Supply Chain Specialist

Pacifica, Portland, OR

- Responsible for all activity involving outbound shipping, including small parcel (UPS and FedEx) and less than truckload (LTL) shipments.
- Facilitate seamless flow between sales, production and shipping to meet deadlines and customer requests.
- Negotiate competitive shipping rates with third-party brokers to ensure most efficient and cost-effective way to ship products.
- Supervise 10 employees with various responsibilities within the department.
- Troubleshoot computer, printer and other hardware issues directly related to the shipping department.
- Act as liaison for sales to resolve issues customer issues and urgent requests.
- Translate vendor routing manuals to ensure compliance and avoid chargebacks.
- Manage and maintain an Excel spreadsheet tracking daily, weekly and monthly shipping goals which are reported to sales daily.
- Utilize Sage ACCPAC software to run reports, lookup orders, and complete other tasks as needed.
- Only certified employee able to train, answer questions, and ship hazardous material legally and safely.
- Retain hazardous materials manifests as required by law.
- Implement new technology (roller scales and hands-free scanners) to improve processes and reduce physical labor.
- Doubled shipping output and goals during holiday season.
- Execute new hazardous material shipping guidelines to comply with nation and international regulations.

April 2010 –
January 2012

Logistics Specialist

Dry, Inc., Portland, Oregon

- Handle daily clerical tasks (e.g., data entry, filing, spreadsheet management, and scheduling).
- Process a high-volume of purchase orders for national grocery chains.
- Coordinate shipments with third parties and work closely with the manufacturing facility to ensure correct items are shipped.
- Act as a liaison between marketing, sales, brokers, and customers to resolve issues and ensure high quality support.

- Track shipments with small parcel carriers (FedEx and UPS) and large national freight carriers (ABF, Old Dominion, etc.)
- Organize and collect on freight claims, including freight damages, missed appointments, shortages, etc.
- Manage and maintain Excel spreadsheet responsible for tracking freight movement and sales.
- Coordinate shipment arrangements, maintain a database in MAS 200 for the logistics department and ensure high quality customer service to internal and external and customers.
- Trusted co-worker known for punctuality, reliability, flexibility and high quality work.
- Entrusted to manage Logistics department while supervisor was on-site at manufacturing facility in Ohio.
- Communicate efficiently between buyers, brokers, sales department, and carriers to ensure on-time delivery of all orders.
- Built a multifaceted Excel spreadsheet tracking 73-points of data, including VLOOKUP formulas, pivot tables, conditional formatting, etc.
- Analyze Logistics department expenses and implemented new processes to cut costs, saving the company thousands of dollars.



Education

March 2019

Associate of Science: General Studies

Portland Community College - Portland, OR



Freelance

Marketing & Operations Director

C4PDX & Uniquely You Counseling