

# Claudia Mena Rieke

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## EDUCATION

### Columbia Basin College

Pasco, WA

*Associate in Arts and Sciences*

#### SheCodes

2022

Successfully completed the basic course that included HTML 5, CSS 3, ES6 using VS Code and CodeSandbox.

#### SheCodes Plus

2023

Successfully completed the Plus course that went more in depth learning in HTML 5, CSS 3, ES6 using VS Code, API's, Github, hosting on Netlify and Bootstrap.

#### SheCodes Responsive

2023

I am currently working on the SheCodes Responsive workshop which will provide me with advanced knowledge of responsive development. I will be learning more about Flexbox and search engine optimization (SEO).

## WORK EXPERIENCE

### COM Coordinator

Honolulu, HI

*Hunt Military Communities*

*Apr. 2022 - March 2023*

- Led vendor communications with completing an emergent need to have all fire sprinkler systems inspected, repaired, and tagged for 793 homes within a three month timeline. I provided necessary weekly updates to senior directors that then provided reports to senior Navy partners.
- Streamlined vendor communications in regards to daily schedules, purchase orders (PO), and payments by creating shortcuts and creating a system at move out to ensure all PO's would be approved by the time the vendors needed, which then lead to on-time payments for vendors.
- Implemented a new communication system for weekly scheduling of long term Project Recapitalization Accounts (PRA) that were sent out weekly. This new system allowed vendors and Hunt employees to be informed on all completions, delays, and projection timelines.
- Improved Navy partner relationships by building communication pathways with leaders on expectations and realistic deliverables.
- Built strong communication lines with multiple resident services offices (RSO's) to decrease the delay in last minute reports that once led to delays for the units entering the change of occupancy maintenance (COM) process. Due to the stronger communication lines between RSO, it allowed us to have more information when the leasing department inquired about a quick turnaround time for a specific unit.
- Provided timely and informative weekly updates to senior directors that were then used for weekly updates to senior Navy partners. These updates included information on any possible delays, course of action being taken to minimize delays as much as possible, as well as projections for any units that may be exceeding the 14 day turn around.
- Aided the manager with scheduling, vendor communications, PRA completions, and payments on a total of 547 units. Thirteen of those units were considered flag units that overgo a much more extensive COM process and inspection.

### Resident Services Specialist

Honolulu, HI

*Hunt Military Communities*

*Nov. 2021 - Apr. 2022*

- Served as primary point of contact for residents, providing excellent customer service and handling any questions or concerns
- Coordinated communication between residents, maintenance, and upper leadership
- Conducted move-in orientations for new residents, sharing necessary information and answering questions
- Managed scheduling and appointments with YARDI, leadership, leasing, COM's team, and Navy inspectors
- Ensured homes were in great condition for move-ins, including coordinating final inspections and communicated any discrepancies to leadership
- Processed move-out paperwork, handled accounting questions, and ensured proper protocols were followed for paperwork and resident interactions

### Administrative Office Assistant

Honolulu, HI

*Starcomm Wireless Inc.*

*Mar. 2021 - Nov. 2021*

- Managed daily office paperwork, including sales, service, and deliveries

- Handled sensitive material and maintained confidentiality
- Developed and analyzed reports for data-driven insights
- Provided administrative support to senior leadership and the CEO
- Ensured accurate record keeping and bookkeeping
- Maintained effective communication with customers and departments

#### **Coffee Shop Supervisor**

**San Diego, CA**  
2019

*Eurest Services, Inc.*

- Restructured team training to prioritize customer experience, resulting in improved satisfaction ratings
- Increased daily shop sales from \$900 to \$1600, achieving a 78% revenue boost
- Implemented and maintained strict health, safety, and hygiene standards in a food production environment
- Managed inventory and optimized stock levels through weekly orders and vendor communication
- Scheduled and supervised employees, ensuring compliance with break regulations and efficient staffing
- Developed strong customer relationships by providing personalized service and fostering a positive atmosphere
- Led hiring process, conducted interviews, and mentored staff to enhance sales and customer service skills.

#### **Barista**

**San Diego, CA**  
2019

*Draft Coffee*

- Provided exceptional customer service, ensuring a positive experience for all customers and building strong relationships with regulars
- Accurately processed orders for coffee and food, maintaining a high level of accuracy and efficiency
- Effectively communicated with team members to coordinate drink orders and collaborate with cooks for food items
- Maintained a clean and organized coffee bar, restocking items and presenting drinks and food in an appealing manner

#### **Barista**

**San Diego, CA**  
2018

*JoyBrewed Espresso*

- Provided exceptional customer service, resulting in high satisfaction scores and repeat business
- Demonstrated expertise in accurately taking orders and crafting a wide range of beverages to meet customer preferences
- Cultivated strong relationships with regular customers, memorizing their names and drink preferences for a personalized experience
- Maintained a clean and organized coffee shop, ensuring a welcoming and hygienic environment
- Developed and implemented new drink recipes, driving seasonal sales and customer excitement
- Operated the cash register accurately, processing payments and providing precise change
- Prepared and served a variety of hot and cold beverages, including coffee, espresso drinks, blended coffees, and teas, to meet customer demands

#### **Barista**

**Tri-Cities, WA**  
2017 - 2018

*Dutch Bros. Coffee*

- Provided exceptional customer service, greeting customers warmly and creating a welcoming atmosphere
- Maintained a clean and organized workspace, ensuring a hygienic environment for food and beverage preparation
- Demonstrated efficiency and accuracy in taking and fulfilling customer orders within established timeframes
- Developed strong product knowledge, describing menu items and making personalized recommendations to enhance customer experience
- Operated the cash register with precision, processing payments and providing accurate change
- Consistently upheld company standards of conduct and service, resolving customer concerns to maintain satisfaction and loyalty

#### **21st Century Site Coordinator**

**Tri-Cities, WA**  
2015 - 2017

*ESD123 at Amistad Elementary*

- Coordinated and aligned services for over 60 students and their families at school sites
- Developed educationally enriching activities with school staff, parents, and community partners
- Successfully managed multiple partnerships and worked within timelines
- Facilitated activities and events for students at the school site all within budget boundaries
- Managed personnel paperwork, including hiring processes and accurate record-keeping

- Ensured student safety and participated in program assessment and professional development

### **Certified Nursing Assistant**

**Tri-Cities, WA**

*2014 - 2017*

*Home Healthcare Solutions*

- Assisted with daily living activities, including meal service, feeding, ambulation, and patient positioning
- Supported patients in personal hygiene, including assistance with bathroom trips, showers, and baths
- Managed incoming and outgoing mail distribution for patients
- Provided comfort and utilized resources to ensure patient well-being
- Transported patients for errands and responded to call lights
- Prepared written reports on patient status for nursing supervisor

### **Administrative Assistant**

**Tri-Cities, WA**

*2014 - 2015*

*ESD123 at Amistad Elementary*

- Supervised program in absence of site coordinator
- Conducted community outreach to engage students
- Fostered a culture of responsibility for maintaining and improving the program space
- Provided excellent customer service and assistance
- Organized paperwork and maintained administrative files
- Adapted to changes and multitasked effectively

### **Academic Tutor**

**Tri-Cities, WA**

*2013 - 2015*

*ESD123 at Amistad Elementary*

- Developed creative and effective lesson plans for math and science enrichment activities
- Provided personalized support to students, fostering critical thinking and problem-solving skills
- Successfully recruited and engaged targeted students in the program
- Maintained a safe and inclusive learning environment for all participants
- Actively participated in staff meetings, evaluations, and contributed to program improvement efforts

## **LEADERSHIP EXPERIENCE AND ACCOMPLISHMENTS**

### **COM Coordinator**

**Honolulu, HI**

*Apr. 2022 - March 2023*

*Hunt Military Communities*

- Led vendor communications with completing an emergent need to have all fire sprinkler systems inspected, repaired, and tagged for 793 homes within a three month timeline. I provided necessary weekly updates to senior directors that then provided reports to senior Navy partners.

### **Coffee Shop Supervisor**

**San Diego, CA**

*2019*

*Eurest Services, Inc.*

- Restructured team to prioritize customer experience, resulting in improved satisfaction ratings and increasing daily shop sales from \$900 to \$1600, achieving a 78% revenue boost.

### **21st Century Site Coordinator**

**Tri-Cities, WA**

*2015 - 2017*

*ESD123 at Amistad Elementary*

- Successfully completed a five year grant for an afterschool program by meeting all expectations of student enrollment as well as curriculum requirements.

## **SKILLS & INTERESTS**

**Skills:** HTML 5, CSS 3, ES6, VS Code, Bootstrap, CodeSandbox, SEO, Github, Netlify, Microsoft Office, Zoom, Google Docs/Sheets, Sage Accounting, Slack and Spanish.

**Interests:** Currently, I'm diving into the world of coding through the SheCodes courses. It's exciting to expand my skills and knowledge in this field. When I'm not coding, I'm an avid explorer of the world. I spend my free time researching different places, crafting travel plans, and racking up passport stamps. I'm all about making the most out of life's adventures! Nature also holds a special place in my heart. I enjoy spending time outdoors, taking leisurely walks with my dog, and giving back to the environment through volunteering at beach clean-ups. I've also developed a passion for gardening and immersing myself in the rich Hawaiian island culture at the Kōkua Learning Farm. Oh, and let's not forget about my love for good eats! I'm constantly on the lookout for new and exciting restaurants and food trucks that offer mouthwatering dishes. Warm, cheesy, and absolutely delicious food has a special place in my heart. And when it comes to coffee, I can't resist an oat milk latte with a touch of honey and a sprinkle of cinnamon. It's the perfect pick-me-up! So, in a nutshell, I'm all about expanding my coding skills, exploring the world, embracing nature, discovering culinary delights, and enjoying the simple pleasures in life. It's these passions that bring me joy and keep me motivated to learn and grow.