

# Jeannette Cobbs

**Administrative Assistant, Customer Service Specialist, Management, Retail, Food Service, Human Services, Advocate**

Middleborough, MA

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508-298-9130

Authorized to work in the US for any employer

## Work Experience

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### **Survivor Leader**

NECAT (New England Coalition Against Trafficking) - Boston, MA

April 2018 to Present

I am the Massachusetts Representative for this Coalition. I do a lot of outreach and I look for new targets industries to educate. I conduct trainings in places such as emergency rooms police stations, hotels, anywhere where trafficking might be flagged if the staff have the proper training. I have a monthly conference call with the other representatives/ survivor, and in person once a year. This is how we keep up on what we're doing in any new ideas that will come through. I work with adolescents, substance abuse clients and migrants as part of my target population. I submit quarterly paperwork to track my work and results for statistical/funding purposes.

### **Sr. Caseworker/Intake Coordinator**

Advocates Linda Fay Griffin House - Worcester, MA

October 2017 to April 2018

Linda Fay Griffin house is a 20 bed women's substance abuse recovery home. I am responsible for screening prospective service recipients/residents for candidacy, running various recovery groups, making the proper resource referrals per SR, performing urine screenings and general emotional support to the women I serve. I have 8 women on my caseload that I meet with weekly to establish and meet personal recovery and re-entry goals. I am responsible for overseeing and documenting client medication. I also handle various clerical duties.

### **Head Hostess/Certified Trainer**

MARGARITAS - Framingham, MA

February 2014 to January 2018

- I was responsible for creating the first impression. Greeting, seating guests, creating rotations for servers, opening/closing the restaurant. Issuing and entering loyalty cards into the system. Take out order, reservations, effectively communicating and deescalating customers on a wait with humor and wit. Creating an awesome guest experience and inviting repeat business. I also effectively trained the new additions to my host team to provide the same level of excitement, service, organization and care that for our guests to ensure an exemplary dining experience every time!

### **Business Development Manager**

Automax Preowned - Marlborough, MA

June 2017 to October 2017

Responsible for scheduling appointments,Following up with customers and developing new business for 5 dealerships.

### **Internet Sales Manager**

Route 44 Toyota - Raynham, MA

April 2012 to April 2013

Managed all inquiries via internet and phone. Direct sales and phone sales as well. I set 25 appointments and 14 of those resulted in a sale when handed over to sales dept in my first 15 days. I continued to keep the level of sale increases monthly and won recognition for salesperson of the month.

### **Sales Manager**

Aarons - Raynham, MA

January 2011 to February 2012

I was responsible for gaining new customer accts, as well as upselling existing ones. I increased new business and sales through merchandising and promotion. I kept the enthusiasm level high among my staff and it was contagious to clients, resulting in word of mouth referrals and increasing contract production.

### **Sales**

Mastria Nissan - Raynham, MA

January 2009 to November 2009

I created a great customer experience during the purchase of new and used vehicles. I researched and targeted a different type of consumer than the company was used to and increased my sales 40% in my second month. I continued to give a great customer experience,gained a lot of repeat business and personal referrals.

### **Sales/General Manager**

Work Out World - Fall River, MA

August 2007 to October 2009

Developed programs and incentives to increase sales and productivity. Maintained all scheduling for aerobics instructors and maintenance crew. I was originally a membership coordinator and as such, I single handedly increased membership by 40% for our two slowest times of the year. As a manager I kept the morale and the drive in my staff to have a very productive year each year consistently better than the last.

## Education

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### **Cosmetologist in Cosmetology**

Rob Roy Academy - Taunton, MA

2013 to 2014

### **Associates in Business**

Massasoit Community College - Brockton, MA

2001 to 2005

## Skills

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- Microsoft Office
- Powerpoint
- Public Speaking
- Home Health

## Awards

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### **won**

Won recognition and incentive contests for sales increases for 6 consecutive months at Work Out World.

### **Triple Crown Award DTM**

July 2016

Distinguished Toastmaster Award. Awarded for completion of 20 speeches, held office for a year (president) of the club and I've mentored. I have also held events for the club. I won this coveted award two years in a row.

### **Triple Crown Award DTM**

March 2017

Toastmasters International

## Certifications and Licenses

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### **CPR/First Aid**

### **Health Observations Training**

Present

### **Vital Signs Training**

Present

### **Intentional Care**

Present

### **Safety Care (v6)**

August 2018 to August 2020

### **SBIRT**

Present

### **OSHA**

September 2018 to September 2019

### **Human Rights/DPPC**

September 2018 to September 2019

**Overdose/Narcan Trained**

Present

## Groups

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**Toastmasters International**

Present

Public Speaking Leadership Club

## Additional Information

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Volunteer at R.I.A house. Human services organization.

Mentor for human trafficking victims/addicts