

## CONTACT ME

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3620 Nuthatcher Drive  
Indianapolis, IN 46228

## ABOUT ME

Creative, innovative, colorful, empathetic, out-of-the-box thinker—quick and eager to learn, understand processes, and adapt with a great attitude. Enjoys a challenge; never leaves anything unfinished.

## EDUCATION

Eleven Fifty Academy,  
Indianapolis, IN

Expected Graduation  
November 1, 2020:

*Full Stack Web Development  
Badges and Certificate*

BerkleyX (Online learning  
initiative of UC-Berkley)

June 2019: *Certificate of  
Achievement for GG101x:  
The Science of Happiness*  
*Grade: 98%*

IUPUI, School of Liberal Arts,  
Indianapolis, IN

December 2017: *Bachelor's  
Degree in General Studies  
with Social Science  
Concentration*

*Minors: Psychology,  
Sociology, Economics*

*3.402 GPA*

*Dean's List, National Society  
for Leadership and Success*

Ivy Tech, Indianapolis, IN

May 2012: *Associate's  
Degree in General Studies*

*3.6 GPA*

*Cum Laude, Dean's List, Phi  
Theta Kappa*

# Jamie Coakley

## WORK EXPERIENCE

### **FINANCIAL PLANNER**

DECEMBER 2018-PRESENT

#### **ELEVEN FIFTY ACADEMY, INDIANAPOLIS,**

- Student admissions files and data: ensure organization and searchability
- Maintain working knowledge of Microsoft Office (Word, Excel, SharePoint, Outlook, Publisher) and Sales Force
- Maintain relationships and product knowledge regarding lender partners
- Certify student loans for correct amounts
- School Certifying Official for GI Bill
- Assist Admissions Coaches with students' tuition financing
- Keep track of internal tuition funding options and scholarships
- Process tuition payments via Square and PayPal.
- Send and receive student documents/contracts via DocuSign
- Migration of records and documents from previous systems to Sales Force
- Communication with students regarding their financing and documents
- Ensure compliance of every student record to EFA admissions standards
- Liaison between admissions and finance departments

### **OFFICE ADMINISTRATOR**

DECEMBER 2018-NOVEMBER 2019

#### **MYCOMPUTERCAREER, INDIANAPOLIS, IN**

- Assist Admissions and Education departments in building prospective and current student files, sending/obtaining documentation, transcripts, verification, documenting, etc.
- Maintain working knowledge of Salesforce, Microsoft Office (Word, Excel, Publisher, Powerpoint), Windows (updates, maintenance, troubleshooting), Adobe Acrobat, Pearson software (Registration Manager, Admissions Manager, Delivery Manager, Connect Applications, Reprint Utility, Remote Maintenance Agent), and Google Suite (Gmail, Sheets, Docs, Drive)
- Certified Pearson test proctor to deliver IT industry certification tests
- Provide excellent customer service and accurate direction to students and staff in person, over the phone, via email, and via Salesforce
- Build meaningful relationships with students and staff in order to bridge communication gaps and encourage retention
- Monitor cleanliness and maintenance of the suite and manage communication with building management
- Documentation and management of important confidential information, such as certification test attempts, conversations with students of concern, attendance records, consultation documents, etc.
- Manage and gatekeep purchases on Campus Director's credit card, maintain organization of receipts.
- Multitasking quickly and efficiently between multi-step processes
- Training and supervision of new Office Administrators; adapt to scheduling based on staffing needs
- Set-up, strike-down, planning, and errand-running for campus events (graduations, class starts, career fairs, luncheons, etc.)
- Monitoring of inventory and ordering of marketing materials, office supplies, kitchenette supplies, etc.



***DIRECTOR OF OPERATIONS***

APRIL 2017-JUNE 2019

PEACE CENTER FOR FORGIVENESS AND RECONCILIATION, INDIANAPOLIS, IN

- Office management, mailings, manage calendar
- Correspondence with donors and speaking engagement clients
- Upkeep of website and social media
- Grant writing and research to obtain funding for the organization
- Retail merchandising and inventory tracking
- Organizational statistics in Excel Spreadsheets
- Assist in facilitation of children's programs
- Constant creativity and problem solving for small nonprofit with limited resources
- Creation of event fliers, press releases, ads, tickets, documentation, etc.
- Continued help on as-needed basis

***GUEST SERVICE REPRESENTATIVE/CRAFTER***

APRIL 2017-JUNE 2018

NOTHING BUNDT CAKES, FISHERS, IN

- Customer service in person and over the phone
- Educating customers about unique specialty products and gift ideas, suggesting/up-selling items to best fit their needs
- Accurate entry of online orders into point-of-sale system
- Cash and credit transactions
- Decorating cakes
- Help during holidays as needed

***FLORAL DESIGNER***

MAY 2015-MARCH 2018

THE FLOWER CART/STEVE'S FLOWERS AND GIFTS, INDIANAPOLIS, IN

- Floral design work, bouquets and everyday arrangements
- Customer service in person, via email, and over the phone; taking detailed orders, providing a pleasant shopping experience, handling complaints, order research, and answering questions
- Maintaining working knowledge of RTI software, Microsoft Office, and Google Drive applications
- Active listening and accurately inputting orders into RTI software
- Plant, fresh flower, and merchandise processing, pricing, and maintenance

***FLORAL DESIGNER***

JANUARY 2016-JULY 2016

SENDIK'S FOOD MARKET, HARTLAND &amp; GERMANTOWN, WI

- Floral design work, including everyday, wedding, and holiday arrangements/decor, boutonnieres and corsages, bouquets, etc.
- Cleaning, organizing, and merchandising workspace and floral/home department
- Assisted with scheduling employees and ordering flowers and supplies
- Taking and fulfilling detailed orders from customers

***ASSISTANT MANAGER***

SEPTEMBER 2015-DECEMBER 2015

JUMP N PLAY, NOBLESVILLE, IN

- Customer service in person and over the phone, detailed orders regarding party planning
- Food preparation, cleaning and organizing
- Run cash, credit, and check transactions and balance drawer
- Assist in management of up to eight associates

***MJM ASSOCIATE***

MAY 2015-SEPTEMBER 2015

KOHL'S, INDIANAPOLIS, IN

- Customer service – assisting shoppers and provide an overall pleasant experience
- Run cash, credit, and check transactions, solicit credit applications
- Keeping misses, juniors, and men's departments and fitting rooms clean and organized

***FLORAL DESIGNER***

AUGUST 2012-MAY 2015

MARSH, FISHERS &amp; NOBLESVILLE, IN

- Floral design work, including everyday, wedding, and holiday arrangements/decor, boutonnieres and corsages, bouquets, etc.
- Cleaning, organizing, and merchandising workspace and floral department
- Assisted with scheduling employees and ordering flowers and supplies
- Taking and fulfilling detailed orders from customers
- Cross-trained in bakery, deli, front-end (cashier and customer service office)