

Jennifer Ramsey

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EDUCATION

Certification, Data Analytics, UC Berkeley Extension, San Francisco, CA – 2020

MA, Human Sexuality, San Francisco State University, San Francisco, CA – 2018

Published: Menstruation Education: Critical Reading of Children's Books Teaching About Puberty

BA, Psychology, San Francisco State University, San Francisco, CA – 2015

AS, Sociology, Cottey College, Nevada, MO – 2012

SKILLS

Technical:

Software: Microsoft Word, Excel, Outlook, PowerPoint, Access; Google Docs, Sheets, Slides; Adobe Acrobat, Photoshop; SPSS, Qualtrics; Kronos; Dropbox; Sibelius, Finale; Prezi; Concur; Salesforce; Jabber; Slack

Languages: SQL, HTML, Bootstrap, CSS, Python, JavaScript, VBA, Matplotlib, Pandas, R

Research: Quantitative & Qualitative methodology, Survey Design, Interview Design, Data coding, Literature Collection & Review, Statistical Analysis, Public Speaking & Presentation

Languages: English (fluent), Spanish (read & written proficiency, intermediate spoken)

PROFESSIONAL EXPERIENCE

THE BRATTLE GROUP, San Francisco, CA

February/2020-March/2020

Temporary Operations & Facilities Assistant (Contract)

- Answer main phone line and filter calls
- Meet and greet clients, visiting employees and vendors
- Manage kitchen: organize, stock, order and maintain inventory
- Arrange Catering for meetings and special events
- Manage copy rooms: organize, stock, order and maintain supplies
- Mail: Process out-going mail and packages; sort and distribute incoming mail and packages
- Manage conference room reservations, setup, and takedown as necessary
- General upkeep of the office
- Maintain tidiness of work area, kitchen, conference, and copy rooms
- Support Facilities Manager and Reception, as necessary
- Assist in the processing of vendor invoices
- Assist with office events
- Maintain guest office schedule

SOUTH SAN FRANCISCO SCHOOL DISTRICT, South San Francisco, CA SWING EDUCATION, San Francisco Bay Area, CA

August/2018-February/2020
November/2017-February/2020

Substitute Teacher

- Perform daily tasks as a teacher for grades Pre-K through 12
- Manage a class of 16 - 40 students
- Recording and reporting accurate attendance for the office
- Adhere to the curriculum and lesson plans assigned by the regular teacher
- Maintain a classroom climate that is conducive to a learning environment
- Assign and explain homework
- Oversee students outside of the classroom including in the hallways and cafeteria
- Complying with all school regulations and policies
- Providing detailed notes about attendance, behavior, and work completion
- Provide support for administration as needed
- Recognize and address behavioral issues when necessary
- Encourage student participation and provide individual instruction as necessary
- Facilitating the activities of elementary students ensuring timely transitions between activities
- Assist older students in the pacing of their class assignments to keep them on track to complete on time
- Maintaining the security of the classroom through vigilance and best practices, reporting any unusual activities or dangerous behavior
- Regularly requested for long-term positions throughout the district for my ability to maintain order and follow instructions

HOULIHAN LOKEY, San Francisco, CA**July/2019-August/2019****Receptionist (contract)**

- Answer main phone line and filter calls
- Meet and greet clients, visiting employees and vendors
- Manage kitchen: organize, stock, order and maintain inventory
- Manage copy rooms: organize, stock, order and maintain supplies
- General upkeep of the office
- Mail: Process out-going mail and sort and distribute incoming mail and packages
- Manage conference room reservations, setup, and takedown as necessary
- Maintain tidiness of work area, kitchen, conference, and copy rooms
- Support Office Manager and Office Services Assistant
- Assist in the processing of vendor invoices
- Assist with office events
- Maintain guest office schedule
- Special projects as assigned

WALGREENS, San Francisco, CA**July/2015-October/2017****Shift Lead**

- Greeted all incoming vendors or and notified appropriate employees of their arrival
- Acted as the point person for evaluating customer issues and escalated where necessary
- Trained new employees in company policies and procedure
- Maintained store security with the use of intercom, teamwork, and CCTV to protect assets and restrict back-end access to appropriate vendors and guests
- Checked and ordered office supplies and retail inventory
- Assisted Store Manager with miscellaneous projects as requested
- Collected and organized incoming invoices for Accounts Payable
- Check and correct employee hours for payroll
- Helped Store Manager prepare for district-level meetings
- Ordered and assembled uniforms and badges for incoming employees
- Facilitated weekly orders for 8-12 outside vendors
- Managed, scheduled and prepared stock for local and national sales
- Managed card-key security for point of sale system
- Arranged for delivery of vendor products
- Prepared cash management reports
- Screened and answered calls, emails, and correspondence with professionalism and promptly
- Served as liaison with professional and personal relationships including company executives, district management, and vendors
- Managed facilities: performed clerical tasks, and administrative responsibilities
- Handled Accounts Payable, Accounts Receivable, and bank deposits
- Created, initiated, and managed merchandising plans and strategies
- Used judgment to prioritize urgent vs. non-urgent needs
- Greeted Pharmacy patients, announced their arrival to the Pharmacist, and located correct materials
- Ensured Pharmacy patients were served promptly
- Entered and maintained patient information about prescription and insurance records
- Provided additional support for the Pharmacy department with miscellaneous work overflow
- Adhered to ethical and legal (HIPAA) standards of conduct protecting patients' sensitive personal information

WALGREENS, San Francisco, CA**August/2012-July/2015****Customer Service Associate (promoted)**

- Answered phones and transferred callers to appropriate department
- Greeted all incoming customers
- Operated a cash register and handled money with precision and accuracy
- Maintained order and cleanliness of the stock room, warehouse, delivery area, break room, and office area
- Ordered and managed stock for sale
- Appropriately handled Facilities and Information Technology issues when necessary
- Ensured the cleanliness of front-end departments
- Managed the multi-line phone system: fielded questions, directed calls accordingly, delivered all messages
- Answered a switchboard of 6 phone lines
- Interfaced with vendors, patients, and customers frequently