

# Jessica Blankemeier

## OBJECTIVE

A career as a software quality assurance professional.

## WORK EXPERIENCE

### **Port Brewing/The Lost Abbey, Cardiff-by-the-Sea, CA- *Shift Lead***

March 2015- PRESENT

- Trusted keyholder and manager on duty with accounting duties that include access to cash safe.
- Establishes strong relationships with customers through excellent customer service and sales experience to ensure return business and increasing gross sales.
- Develops and performs sidework cleaning and maintenance tasks to ensure a comfortable and clean environment.

### **Kidder Mathews, Carlsbad, CA- *Broker Assistant***

May 2019- May 2020

- Assisted a commercial real estate broker in leasing industrial real estate throughout North County San Diego.

### **Stone Brewing Company, Escondido, CA- *Production Administrative Assistant***

August 2012 - February 2015

- Primary point of contact for the production department both internally and externally.  
Booked conference rooms and set up meetings with projection systems.
- Assisted new hires with orientation and obtaining PPE.
- Interfaced with maintenance and engineering teams to confirm receipt of goods for capital projects and daily production needs.
- Screened phone calls from job applicants, vendors, solicitors, and customers.
- Purchased, organized, and stocked office supplies.

### **Green Flash Brewing Company, San Diego, CA- *Tour Director***

April 2012 - August 2012

- Recruited to launch a fledgling tour program into a successful summer season.
- Assisted with customer keg and bottle sales by completing the sale and helping customers load product into customer vehicle.
- Developed training materials and coached a team member with no tour experience to take over the program.

### **Stone Brewing Company, Escondido, CO- *Tour Guide and Store Crew***

July 2010 - April 2012

- Greeter for visitors to the flagship company location.

- Accurately communicated purchase amounts to customers and accepted payments.
- Delivered public and private educational tours of 2 to 35 people safely through an industrial production environment.
- Responded to customer email inquiries and comments regarding company and products with adherence to company policy guidelines.

### **Bernard Dunkelburg & Co., Denver, CO - *Temporary Contractor***

September - October 2009

- Specifically hired to organize a record of hundreds of references within an airport environmental impact statement.

### **Accenture, Denver, CO- *Business Analyst***

January 2007 - February 2009

- Assigned to a “transformation team” tasked with improving a client’s offshore call center customer experience.
- Interfaced closely with systems engineers to improve the IVR routing systems for customers.
- Personally discovered no user manual was sent with new DSL modems by ordering the service. This discovery led to the development of a user manual that significantly decreased call volumes.
- Traveled to the Philippines to launch an up-sell program with no direct supervision.

### **State Auditor’s Office, Denver, CO - *Auditor***

January 2006 - January 2007

- Conducted a performance audit of the state boiler and gas station regulatory agency. Called similar agencies in other states to learn about best practices.
- Participated in site visits and ride-alongs with technicians to better understand their job requirements.
- Developed recommendations to improve the agency with the assistance of agency members and experienced performance auditors. Wrote a report to deliver those recommendations to the Colorado Legislature.

### **EchoStar Communications (Dish Network), Denver, CO - *Public Relations Intern***

May 2005 - November 2005

- Wrote company communications such as:
  - External press releases regarding company initiatives with adherence to internal guidelines and legal restrictions for a publicly traded company.
  - Articles for the company intranet about employee achievements.
  - Information about the company and its directors on the external company website.

## **VOLUNTEER EXPERIENCE**

### **Voices for Children, San Diego, CA - *Court Appointed Special Advocate***

November 2013- Present

- Currently supporting a 16-year old foster teenager as she transitions into adulthood.
- Every 6 months, write a detailed court report about the child's wellbeing and attend court hearings to speak on her behalf.
- Work closely with caregivers, social workers, school counselors, and other support staff to ensure the child's needs are met.

## **CERTIFICATIONS**

Licensee Education on Alcohol and Drugs (Renewed March 2018)

Cicerone Certified Beer Server (2010)

Certified Yoga Instructor (2009)

## **EDUCATION**

**University of Colorado, Boulder, CO-** *Bachelor of Arts in Economics and Bachelor of Science in Editorial News Journalism*

August 2001 - December 2005