

JILLIAN FETTER

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650-773-0364

Professional Experience:

PROJECT MANAGER, VERENGO SOLAR (2014—2015)

- Manage 125 – 150 solar projects
- Liaise between clients, contractors and various departments of Verengo
- Coordinate document submission, scheduling, and monetary transactions
- provide status updates to customers and field questions
- Manage and notate customer database

OFFICE MANAGER: SHAMROCK MOVING PENINSULA (2007- 2013)

- Organized and opened branch office
- Clientele increased by approximately 150% during my tenure
- Dispatched moving crews and provide logistics support
- Managed social media and assisted in design and distribution of marketing materials
- Managed payroll
- Oversaw daily operations- offering customer support and interoffice conflict resolution where needed
- Ran meetings with location staff to explain any new company policies or address customer complaints

OFFICE ADMINISTRATOR: SHAMROCK MOVING AND STORAGE INC. (2005 – 2007)

- Provided customer service and support to existing and potential clients in person via phone and email
- Processed insurance documents for damage claims
- Managed multi-line phone system
- Managed appointment calendar
- Liaised interactions between clients and moving crews
- Maintained customer database

Education:

UNIVERSITY OF REDLANDS (2001 – 2005)

- Bachelor of Arts in Environmental Studies, Minor in Philosophy

TECHNICAL SKILLS:

Java Script ▪ Ruby ▪ JQuery ▪ Git Hub ▪ HTML ▪ CS