

# Jenny Sims

Tacoma, Washington | jnysms@yahoo.com | 206-949-9635

## SUMMARY

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Accomplished administrative professional with a proven track record of managing confidential business operations, stakeholder relationships, and time-sensitive projects with unwavering accuracy and professionalism. Combines technical versatility with a collaborative mindset to support operational excellence. Seeking to apply proven leadership support capabilities and strategic thinking skills in analytical and process improvement roles.

## SKILLS

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- Rapid Systems Adaptation
- Process Documentation & Improvement
- Proactive Skill Development
- Quality Assurance
- Microsoft Office Suite (Advanced)
- SharePoint, Teams, Outlook
- VS Code, Copilot, Claude, ChatGPT
- Smartsheet, Docusign, Salesforce, Box

## EXPERIENCE

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### **Tokio Marine HCC – Surety, Tacoma, WA**

Underwriting Assistant

*February 2025 – Current*

- Created 100+ page comprehensive training manual for personal knowledge management, documenting 30+ distinct tasks across commercial and contract surety divisions
- Rapidly acquired proficiency in specialized industry systems including Surety Online, GSA Accounting, GSA, Chicago Title, and Dunn & Bradstreet
- Coordinated with underwriters, agents, and clients to facilitate completion of regulatory compliance documentation
- Executed complex bond modifications including increases, exonerations, cancellations, and collateral releases
- Generated business credit, personal credit, and public records reports to support risk assessment processes
- Drafted legal documents including general indemnity agreements and bond forms

### **Metro Parks Tacoma, Tacoma, WA**

Contract Compliance Administrative Specialist

*December 2022 – March 2024*

- Tracked 5-10 public works projects simultaneously for compliance
- Consolidated two spreadsheets into one, reducing data entry time by 50%
- Monitored submittals of certified payroll, apprenticeship hours, intents, affidavits
- Designed spreadsheet to improve tracking of compliance checks and MWBE data
- Returned bid bonds to awarded and non-awarded contractors
- Attended training for Generative AI; Public Works; Inclusive Contracts

**MultiCare, Tacoma, WA**

Employee Data Management Associate (Contract)

*July 2022 – December 2022*

- Utilized HR databases such as Lawson, WorkBright, Perceptive Content
- Reviewed, processed, and scanned onboarding documents such as direct deposits, W4s, I9s,

**Tacoma-Pierce County Health Department, Tacoma, WA**

Data Entry Clerk (Contract)

*November 2020 – June 2021*

- Assessed, cleaned, and inputted raw data into specified databases
- Proficient in using databases such as LEO, WA IIS, WDRS, PrepMod

**Greater Lakes Mental Healthcare, Tacoma, WA**

Utilization Management/Discharge Coordinator

*March 2019 – July 2020*

- Developed and implemented efficient daily processes for utilization management
- Performed daily concurrent reviews of client admissions via fax, portal, and phone
- Managed and updated contact lists and training materials

**Center for Human Services, Shoreline, WA**

Wraparound Facilitator/Site Coordinator

*January 2017 – March 2018*

- Developed and updated individualized care plans, researched various resources for clients
- Performed audit of client documentation, supported therapists with updating files

**Campbell Nelson Nissan/VW, Edmonds, WA**

Assistant Service Advisor

*August 2013 – April 2015*

- Advised technicians on proper specifications and procedures
- Generated work orders and discussed plans with supervisors

**Tiger Oak Media, Seattle, WA**

Office Manager/Sales Assistant

*November 2011 – August 2013*

- Oversaw daily office operations, supporting 30+ on-site and remote employees
- Provided executive-level support with correspondence and travel arrangements
- Managed office resources including conference room calendar and supplies procurement
- Assisted marketing with event logistics, client media kits, and quality control of publications

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**EDUCATION****Lake Washington Institute of Technology, 2021**

Completed 24 credits towards AAS in Computing & Software Development; Kirkland, WA

**University of Washington, 2017**

Bachelor of Arts in Health Studies; Bothell, WA

**Shoreline Community College, 2008**

Associate of Arts in General Studies; Shoreline, WA