

Jenny Sims

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SUMMARY

Versatile operations professional with 15+ years supporting senior leadership across diverse sectors. Natural problem-solver who redesigns tracking systems for 50% efficiency gains and turns chaotic workflows into clear procedures. Experienced in managing confidential matters and coordinating cross-functional projects while serving as a strategic partner to decision-makers.

SKILLS

- Rapid Systems Adaptation
- Strategic Thinking & Research
- Creating Knowledge Systems
- Process Optimization
- Microsoft Office Suite (Advanced)
- SharePoint, Teams, Outlook
- VS Code, Copilot, Claude, ChatGPT
- Smartsheet, Docusign, Salesforce, Box

EXPERIENCE

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 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

- Coordinated with insurance providers, healthcare teams, and families for continuity of care.
- Streamlined utilization review processes, reducing approval timeframes.
- Managed and updated contact lists and training materials.

Center for Human Services, Shoreline, WA

Wraparound Facilitator/Site Coordinator

January 2017 – March 2018

- Facilitated coordination meetings involving schools, providers, and social services.
- Researched and coordinated community resources across multiple service sectors.

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.

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