

JENNIFER FREDERICK-LATHEM

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I would say I am a dedicated professional, a humble hard-working individual and I like to challenge myself on a regular basis and I like to set goals and both my personal and professional life and then strive to accomplish them.

Experience

Office Assistant

Jul 2021 - Present

Qantu Staffing, Simi Valley, CA (US)

Delivered clerical support by handling a range of routine and special requirements.
Produced high-quality documents, spreadsheets, and presentations for internal and customer-facing needs.
Processed invoices and expenses using QuickBooks to facilitate on-time payment.
Welcomed office visitors and alerted staff to arrivals of scheduled appointments.
Developed correspondence letters, memos, and emails.
Drafted common document templates for use by executives and employees.
Created detailed expense reports and requests for capital expenditures.
Interacted with customers by phone, email, or in-person to provide information.
Completed clerical tasks such as filing, copying, and distributing mail.
Verified accuracy of business records by consistently updating customer information.
Maintained staff directory and company policy handbook for human resources department.
Promptly received and forwarded incoming communications to appropriate staff, such as phone calls, emails, and letters.

Office Manager/Receptionist/Office Assistant

Feb 2018 - Present

Homes by Bella Mae, LLC, Simi Valley, US

- Managing & maintained properties with inventory and maintenance schedules.
- Organized professional calendars and supplied reminders of upcoming meetings and events.
- Getting permits and working with the city inspector.
- Approves and maintains the layout of the website and design.
- Skillfully manage a wide-range of office, advertising the rentals.
- Leverage strong multitasking skills to manage customer service; data entry; balance the budget, keeping books with Quicken, i Bank, purchasing, invoicing, and inventory control.
- Respond to customer inquiries in person and over the phone.
- Excelled in a role requiring the ability to handle a variety of customer service and administrative tasks and resolve customer issues with expediency.
- Running an Airbnb listing: from booking guests to maintenance and inventory.
- I helped manage the one property in this business find making sure that the payments came in and the maintenance on the place.

Independent Associate

Jun 2015 - Present

LegalShield, Simi Valley, CA (US)

We provide Legal & Identity Theft Monitoring & Restoration services that protect Individuals, Families, small business and employee benefits and their families, (at no cost to the employer.) I educate them by showing them what we can do for you so you can make an informed decision about our valuable legal services. • Team meetings on zoom and go to meeting • Building my team to be great leaders and helping people. • Building my member base along with helping them when they have questions. • Building a good customer relationship with each of my members. • Skillfully manage wide-range of office and sales support tasks, bookkeeping. • Leverage strong multitasking skills to manage customer service, data entry, invoicing, inventory control, and purchasing. • Respond to customer inquiries in person and over the phone. • Excelled in role requiring the ability to handle a variety of customer service and administrative tasks and resolve customer issues with expediency.

Host

Nov 2019 - 2021

Airbnb, Simi Valley, CA (US)

- Hosting my spare bedroom with a private suite.
- Organized and prepared the main level of the house for guests' arrival.
- Provided area information and directions before arrival
- Greeted guests and assigned keys to come and go as they please
- Assisted guests in my home with special requests during their visit
- Maintained a pleasant and cheerful environment
- Accommodated and managed large parties
- Resolved customer issues
- Ensured guest privacy during their stay

Skills: Photography, Customer Service/Customer Relations

Personal Assistant to Family

Jul 2001 - Nov 2020

Frederick Household, Ventura, US

- Maintained household inventory and maintenance schedules.
- Organized personal and professional calendars and supplied reminders of upcoming meetings and events.
- Handled incoming and outgoing correspondence, including mail, email and faxes.
- Scheduled doctor, dentist and haircut appointments.
- Checked mail, handled bill payments and administered medication.
- Ran errands, including grocery shopping and ordered & picking up medication.
- I also helped manage her one property that she had. Collecting payments and maintenance to vendors

Independent Beauty Consultant

Aug 2012 - Oct 2020

Mary Kay

- Showing how to use the skin care line and makeup. • One-on-one consultation, a party with friends, a virtual party, makeup tips, skin care advice, free samples. • shop online, order by e-mail or phone, the choice is yours I'd love to help you with all of your needs. • Building my team to be unit. Building my customer base. • Skillfully managing wide-range of office, marketing myself along with the product & sales support tasks, bookkeeping. • Leverage strong multitasking skills to manage customer service, data entry, invoicing, inventory control, merchandising, returns processing, balance the budget and keeping books with Quicken, i Bank, and purchasing. • Respond to customer inquiries in person and over the phone. Excelled in role requiring the ability to handle a variety of customer service and administrative tasks and resolve customer issues with expediency.

Personal Assistant to Family

Sep 2016 - Sep 2020

Care.com, Simi Valley, CA (US)

- Been running errands, and driving both personally and professionally, for three sets of individuals or families.
- I have been working with one family since June 2019 and they have three kids.
- I also drove three kids from different families to and from school. I also drove an older individual to and from appointments and if the daughter wanted me to go when I did.
- Affinity for organizing and can provide you with an inexpensive way of organizing or storage problems you have developed.

Quality Control Inspector

Apr 2011 - Oct 2015

GlennDee DBA MGI/MetalaGraphics Inc., Moorpark, US

- Approves incoming materials by confirming specifications; conducting visual and measurement tests; rejecting and returning unacceptable materials.
- Approves in-process production by confirming specifications; conducting visual and measurement tests; communicating required adjustments to production supervisor.
- Approves finished products by confirming specifications; conducting visual and measurement tests; returning products for re-work; confirming re-work.
- Documents inspection results by completing reports and logs; summarizing re-work and waste; inputting data into quality database.
- Keeps measurement equipment operating by following operating instructions; calling for repairs.
- Maintains safe and healthy work environment by following standards and procedures; complying with legal regulations.
- Updates job knowledge by participating in educational opportunities; reading technical publications.
- Maintains quality standards by approving incoming materials, in-process production, and finished products; recording quality results.
- Accomplishes quality and organization mission by completing related results as needed.

Sunday School Assistant, Sunday School Secretary, & Day Care

Aug 1993 - Jun 2001

Mount Cross Lutheran Church, Camarillo, US

As the Sunday school assistant I assist teachers. As secretary I did headcount you know how many kids were attending

Sunday school adults attending the adult Sunday school and how many work in day care. The day care was only on Sundays from 1993 to 1997

Skills & Specialization

Microsoft Office, Microsoft Word, Microsoft Outlook, Microsoft Excel, Microsoft Windows, Mac Os, Multi-line Phone, Adobe Photoshop, Acrobat Pro DC, Adobe Creative Suite, Customer Service, Interpersonal Skills, Office 365 (Microsoft Office), Google Suite (Drive, Sheets, Docs, etc), Team Work, Communication Skills, Filing, General Office Skills, Multitasking, Records Management, Managing Calendars/Schedules, Document Control, Phone etiquette, Administrative, Manufacturing Experience, Multi-line Phone Systems, Property Management, Photography, Time Management, Quicken, Inventory Management, Detail Oriented

Education

Adolfo Camarillo High School

Aug 1998 - Jun 2002

High School Diploma

Camarillo, US

Associated student body member

Licenses & Certifications

COVID-19 Contact Tracing

Aug 2020 - Present

Coursera

<https://coursera.org/share/31891a6ef3b385b8a9a8aec12155ed7d>

Notary Public Commission

Feb 2021 - Feb 2025

Secretary of State of California

Websites

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