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# JENNIFER FREDERICK - LATHEM

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## PROFILE

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 MANAGER/OFFICE ASSISTANT, HOMES BY BELLA MAE, LLC; SIMI VALLEY, CA – FEB 2018-2023

- Managing & maintained properties with inventory and maintenance schedules.
- Organized professional calendars & supplied reminders of upcoming meetings & 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 offices, advertising the rentals.
- Leverage strong multitasking skills to manage customer service; data entry; balance the budget, keeping books with Quicken/Banktivity & QuickBooks, 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.
- Helped manage the one property to making sure that the payments came in and the maintenance on the place.
- Using TurboTenant.com to keep track of my tenants when not using Airbnb.

INDEPENDENT ASSOCIATE, LEGALSHIELD; SIMI VALLEY, CA – JUN 2015-JAN 2023

- 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 meetings
- Building my team to be great leaders and helping people.
- Building my member base along with helping them when they have questions. As well as having a good customer relationship with each of my members.
- Skillfully manage a wide range of office and sales support tasks, and 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 a role requiring the ability to handle a variety of customer service & administrative tasks and resolve customer issues with expediency.

BOOKKEEPER/ADMIN., ROBERT HALF: TEMPLE ADAT ELOHIM; THOUSAND OAKS, CA – JAN 2022-SEPT 2022

- Managed the incoming mail every day and put it in the appropriate mailboxes for each employee
- Provided administrative support for Rabbi & Cantor
- Composed correspondence to families that are Members & non-Members
- Provided friendly customer service
- Proficient in Microsoft 365, Word, Excel, Teams QuickBooks, and ShulCloud
- Ability to multitask with answered phones, filing and the daily tasks below
- Maintained filing systems for all accounts as well as keep accurate and detailed accounts of accounts
- Maintained up-to-date knowledge of the company's policies
- Maintained records of sales transactions
- Maintained confidential personnel and payroll information; prepared monthly financials for management and staff of the company
- Maintained accurate records of past and present client interactions as well as keeping accurate records of client information.
- Managed multiple accounts & maintained a database of over 2,000 records & files
- Managed all accounting, purchasing & inventory control for the business
- Managed daily operations of the accounting office, prepared financial & payroll reports
- Managed all aspects of the business including payroll and bookkeeping
- Processed client invasions & maintained records of all client payments as well as prepared tax forms for clients
- Performed daily bookkeeping and filing

OFFICE MANAGER, QANTU STAFFING; SIMI VALLEY, CA – JUL 2021-FEB 2022

- Managed the incoming mail every day and put it in the appropriate mailboxes for each employee
- 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.

AIRBNB HOST, AIRBNB DBA HOMES BY BELLA MAE; SIMI VALLEY, CA – NOV 2019-2021

- Managed the incoming mail every day and put it in the appropriate mailboxes for each guest
- 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

PERSONAL ASSISTANT TO FAMILY, FREDERICK HOUSEHOLD; VENTURA COUNTY, CA – JUL 2001-NOV 2020

- 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 in Quicken; Wave; Banktivity; later in QuickBooks and maintenance to vendors

INDEPENDENT BEAUTY CONSULTANT, MARY KAY; VENTURA COUNTY, CA – AUG 2012-OCT 2020

- Showing how to use the skincare line and makeup.
- One-on-one consultation, a party with friends, a virtual party, makeup tips, skincare advice, and free samples.
- Helping my customers with shopping online, and ordering by e-mail or phone.
- Love to help you with all of your needs.
- Building my team to be unit. Building my customer base.
- Skillfully managing a wide range of offices, marketing myself along with product & sales support tasks, and 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, Banktivity, and purchasing.
- 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.

PERSONAL FAMILY ASSISTANT, CARE.COM; VENTURA COUNTY, CA – SEP 2016-SEPT 2020

- Been running errands, and driving both personally & professionally, for three sets of individuals or families.
- I have been working with one family since June 2019 & they have three kids taking the to & from school as well as preparing their lunches & taking them to and from games.
- I also drove three kids from different families to & from school. I also drove an older individual to & from appointments & 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, GLENDEE DBA MGI/METALAGRAPHS INC; MOORPARK, CA – APR 2011-OCT 2015

- 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.

## EDUCATION

ADOLFO CAMARILLO HIGH SCHOOL; CAMARILLO, CA – HIGH SCHOOL DIPLOMA, AUG 1998-JUN 2002  
ASSOCIATED STUDENT BODY MEMBER

## LICENSES & CERTIFICATIONS

NOTARY PUBLIC COMMISSION FEB 2021-FEB 2025  
SECRETARY OF STATE OF CALIFORNIA

## SKILLS

FileMaker; Quicken; Wave; Banktivity; QuickBooks Desktop & Online; Website Design (Wix); Google Suite: Drive, Sheets, Docs; Microsoft 365 (Office 365): Word, Excel, Outlook, Teams; Zoom; ShulCloud; Microsoft Windows, Mac OS, Acrobat Pro DC, Adobe Creative Suite, Customer Service, Interpersonal Skills, 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, Inventory Management, Detail Oriented Photography, Customer Service/Customer Relations

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Daytime#: 805-914-9659 & Evening#: 805-341-3381



GlenDee / MGI  
5390 Gabbert Road  
Moorpark, CA 93021

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Tuesday, October 13, 2015

Ref: Letter of Recommendation

To Prospective Employer:

This letter serves to recommend Jennifer Frederick-Lathem for employment. Jennifer worked for me for several years at MGI, where we both worked in the Quality Control.

Jennifers' computer skills, documentation, and attention to detail was admired in her department. She continued her tasks until completed, with little help. Her skills in inspection were excellent and she was eager to learn.

Along with inspection and documentation packet construction, she handled interaction between vendors, customers, and management well, and with conviction. I'm convinced Jennifer will be as great an asset to your company as she has been to ours.

Sincerely

A handwritten signature in black ink that reads "David Grossman". The signature is written in a cursive style with a large, looping 'D' and 'G'.

David Grossman  
VP, MGI

# Edith Frederick

Simi Valley, CA 93065

Cell: 805-914-9659

edithmfrederick@gmail.com

June 10, 2020

Ref: Letter of Recommendation

To Whom It May Concern:

This letter serves to recommend Jennifer Frederick-Lathem for employment within your company/ agency. For nineteen years, Jennifer acted as my personal assistant volunteered as a private individual, and I could not have been happier with her performance.

She is a very business-like individual who shows up to work on time and then wants to get right into scheduling the day. During her tenure, she has shown extreme diligence and dedication while performing any assistant with a smile. She introduced and implemented a brand-new filing system which in turn increased the efficiency with the office manifold. Jennifer is punctual, organized, capable of display great attention to detail, reliable, trustworthy, and the professional you want in your company or agency. Her ability to organize my personal and professional files helped me to maintain a hectic schedule. She even took me to doctor appointments and voiced her concerns when the doctor was not listening.

Jennifer was very well-respected among my clients, and personal information kept confidential business/personal details that I would not usually entrust to just anyone.

I know she would be a valuable employee to any business with all my health problems, but I know I won't get to see this happen for her this time around. I am positive that she's going to be an asset to any business. Please use this as an official recommendation for Jennifer because I'm probably not going to make it through 2020, and she has strict instructions not to go into the safe until after I pass away, and that's where this letter sits until then.

Sincerely,

A handwritten signature in black ink that reads "Edith Frederick". The signature is written in a cursive, flowing style.

Edith Frederick