

JENNIFER KLAPTHOR

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a Casa Grande, AZ 85122

PROFESSIONAL SUMMARY

Customer service professional seeking a management role. Skilled in training staff and establishing rapport with clients. Self-motivated with exceptional communication and computer abilities. Results-oriented Customer Service Professional effective at uncovering Customer needs, finding solutions and handling objections. Top performer with a consistent track record of meeting and exceeding goals.

SKILLS

- Spreadsheets
- Microsoft Excel
- Marketing Automation
- Data entry
- Self-motivated
- Strong verbal communication
- Team liaison
- Staff development
- Public speaking
- Project Management
- Team leadership
- Skilled in
- Adobe Creative Suite
- PowerPoint
- Social Media
- Skype
- Go to Meeting
- Graphic Design
- Microsoft Office
- Outlook
- Email Communication

EDUCATION

Gilbert High School

WORK HISTORY

ResCare Inc. - Talent Development Specialist

Casa Grande, AZ • 07/2019 - Current

- Prioritized numerous activities by continually updating information, controlling scheduling and corresponding with contacts via phone and email.
- Coordinated with social, public and welfare agencies to obtain and provide client information.
- Guided candidate recruitment and selection to create and drive workforce in alignment with company diversity and inclusion goals.
- Maintained thorough understanding and knowledge of hiring practices, recruitment strategies and staffing industry trends.
- Oversaw and managed on-boarding processes and programs to successfully integrate new, transferred and promoted employees.
- Collaborated with Pinal County to develop and integrate workforce planning, analysis and solutions.

State Of Arizona - Program Service Evaluator III

Casa Grande, AZ • 09/2016 - 07/2019

- Conducting interviews for initial, renewal, medical and cash assistance benefits.
- Eliciting information necessary to determine eligibility, completing cases accurately and timely by ensuring program compliance with program rules, regulations, policies, and procedures.

Gilbert, AZ • 2003

High School Diploma:

Generals

**East Valley Institute Of
Technology - Adult Education
Center**

Mesa, AZ • 2002

Commercial And Advertising
Art

- Gathering, reviewing, determining and documenting case records while managing my workload at a 96% and higher dollar accuracy.
- Using various programs such as Aztecs, HeaPlus, On Base, Fast Tracker, ECEF, FAA policy Manuel, CATS, EBT Cards.
- Complete case read determinations, as well assist new clients with Unemployment application, and State policies and procedures.
- Reaching out to other community organizations or other programs to determine opportunity for referral services; attending and participate in trainings, office meetings, and computer based trainings..

**Fry's Marketplace - Associate Support Department
Supervisor**

Casa Grande, AZ • 11/2015 - 09/2016

- Maintained professionalism and respectfulness while greeting and welcoming visitors, vendors and the public to the facility.
- Responding to customer inquiries and complaints.
- Set and managed schedules to give proper coverage to required areas and meet customer service demands.
- Monitor sales activities to ensure that customers receive satisfactory service and quality goods.
- Established and developed highly-efficient and dependable administrative team by delivering ongoing coaching and motivation while providing opportunities for career acceleration through achievements.
- Interviewed, hired and trained employees on new procedures and requirements.

First American Credit Union - Marketing Specialist

Casa Grande, AZ • 08/2013 - 11/2015

- Managed full-cycle marketing and advertising strategies including estimating costs, managing resource allocation and adjusting production schedules to ensure success.
- Wrote engaging and successful marketing, advertising and website copy.
- Worked closely with all product development departments to create and maintain marketing materials for sales presentations and client meetings.

- Strengthened outreach by coordinating events to maximize marketing initiatives.
- Established community relationships by coordinating events to maximize marketing strategies.

AutoNation - Receptionist / Accounting Office Assistant
Tempe, AZ • 03/2012 - 08/2014

- Answer incoming calls and operated a switchboard.
- Received, recorded, cash, checks, and vouchers as well as reconciled records of bank transactions.
- Investigated and resolved discrepancies in monthly bank accounts while under tight deadlines.
- Calculated, prepared, issued bills, invoices and account statements.
- Analyzed departmental documents for appropriate distribution and filing.

Cameo Florist - Floral Designer Department Supervisor
Saint George, UT • 03/2010 - 03/2012

- Responsibilities include creating attractive floral arrangements for displays.
- Established performance goals for employees and provided feedback on methods for reaching those milestones.
- Responsible for the inventory budgeting and planning of the decoration.
- Prepared detailed reports for management to clarify existing trends, review sales and inventory data and support shrink minimization and safety awareness.
- Reduced process gaps while training new hires on products, software, operational best practices and store protocols.

Hardin Service Group - Marketing Supervisor
Mesa, AZ • 07/2006 - 02/2010

- Achieved productivity and performance goals by leading, motivating, mentoring, coaching, and developing a training program for new team members.
- Managed a team of 25 marketing professionals developing and implementing 6 campaigns each year.
- Directed hiring, training and performance evaluations

for marketing and sales staff and supervised daily activities.

- Designed and implemented marketing and branding collateral.
- Created effective messaging using language, graphics and marketing collateral.