

JENNIFER CRAUN

Guyton, GA 31312

(912)346-5741 - chrisandjenn8276@gmail.com

PROFESSIONAL SUMMARY

Diligent and adaptable professional with extensive experience in office administration, staffing, and customer service. Expected to earn a Graduate Certificate in Microsoft Office Application Professional by Fall 2025, with one final class remaining. A fast learner committed to operational excellence and customer satisfaction, currently seeking part-time or full-time employment with scheduling flexibility that allows time to complete online coursework and finish my diploma.

SKILLS

- **Administrative & Operational Management**
 - Office administration
 - Operations management
 - Inventory control
 - Office and staff management
- **Human Resources & Recruitment**
 - New hire and onboarding processes
 - Recruitment strategies
 - Background checks and drug testing
 - Employment record-keeping
 - Staff training and team leadership
- **Technical & Software Proficiency**
 - Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
 - Knowledgeable in multiple business software platforms
 - Time tracking and payroll administration
 - Data entry
 - Ability to learn company-specific software quickly
- **Customer Service & Communication**
 - Strong customer service skills
 - Documentation and reporting expertise

WORK HISTORY

03/2024 to 05/2024 **Inventory Specialist**

Daniel Defense Inc. – Ellabell, GA

- Enhanced inventory accuracy by conducting regular cycle counts and reconciling discrepancies.
- Streamlined warehouse organization for improved efficiency in locating items and fulfilling orders.
- Reduced stock shortages by closely monitoring inventory levels and promptly ordering necessary supplies.
- Collaborated with team members to ensure timely completion of daily tasks, increasing overall productivity.
- Maintained a clean and well-organized work environment, promoting safety and

efficiency among team members.

- Performed data entry and completed proper paperwork.
- Completed physical inventory counts each month.
- Recorded information, shortages, and discrepancies to keep records current and accurate.
- Kept documentation and records accurate and up-to-date with latest data to prevent errors in processing or delivery.
- Implemented systems for tracking and managing stock levels with accuracy and precision.

05/2023 to 03/2024 **Assembler**

Daniel Defense Inc. – Ellabell, GA

- Increased production efficiency by assembling components quickly and accurately.
- Maintained high-quality standards with thorough inspections of assembled parts.
- Reduced assembly errors by following detailed instructions and blueprints for each project.
- Collaborated effectively with team members to meet production targets consistently.
- Trained new employees on proper assembly techniques, ensuring quick acclimation to the role and faster overall team results.
- Ensured timely order fulfillment with efficient prioritization of tasks for various projects simultaneously.
- Retained precise inventory control through accurate record-keeping of assembled parts and materials used during shifts.
- Contributed to a positive work environment by offering assistance when needed and maintaining open communication with colleagues.
- Consistently met or exceeded daily production quotas while maintaining exceptional quality standards in all completed assemblies.
- Demonstrated a strong work ethic by consistently arriving on time, prepared to begin work immediately, and contributing positively to the team's overall success.

07/2021 to 05/2023 **Painter Supervisor**

Supreme Painting – Savannah, GA

- Oversaw daily operations at site, keeping team production moving at optimal pace.
- Trained workers in proper methods, equipment operation and safety procedures.
- Directed projects according to schedule and quality demands.
- Inspected sights to evaluate safety, operations and crew performance against objectives.
- Sourced suppliers and purchased necessary materials for work.
- Carried out day-day-day duties accurately and efficiently.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Proved successful working within tight deadlines and fast-paced atmosphere.
- Offered friendly and efficient service to customers, handled challenging situations with ease.
- Inspected completed work for adherence to very strict guidelines and highest

quality standards

- Assisted in recruiting and hiring new construction and extraction workers.
- Improved team efficiency by implementing streamlined painting processes and techniques.

08/2019 to 07/2021 **Painter Supervisor**

M2 Repairs And Renovations – Savannah, GA

- Oversaw daily operations at site, keeping team production moving at optimal pace.
- Trained workers in proper methods, equipment operation and safety procedures.
- Directed projects according to schedule and quality demands.
- Inspected sights to evaluate safety, operations and crew performance against objectives.
- Calculated materials and labor required to complete jobs on-schedule and prepared estimates.
- Administered budget, tracked expenses and documented changes.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Carried out day-day-day duties accurately and efficiently.
- Demonstrated respect, friendliness and willingness to help wherever needed.

04/2016 to 09/2016 **Assistant Branch Manager**

Labor For Hire – Savannah, GA

- Trained and developed new team members in alignment with branch service standards and objectives.
- Supervised team of several branch employees and made recommendations regarding performance evaluations.
- Responded to customer concerns, working with manager to significantly raise customer satisfaction ratings.
- Supervised and evaluated staff, enabling them to improve skills, achieve daily objectives and attain advancement.
- Supported the Branch Manager with daily tasks, ensuring smooth branch functioning and effective communication amongst team members.
- Developed marketing strategies designed to drive increased foot traffic into the branch location; these efforts resulted in an uptick in new account openings over time.
- Coordinated community outreach efforts aimed at increasing brand visibility and fostering goodwill among local residents and businesses alike.
- Promoted a positive work environment through employee engagement activities and open communication channels.
- Complied with established internal controls and policies.
- Reduced employee turnover with targeted recruitment strategies and comprehensive benefit packages.
- Participated in talent acquisition initiatives, effectively filling open positions with qualified candidates in a timely manner.
- Motivated employees through special events and incentive programs.

- Facilitated on-boarding sessions and on-the-job training for new hires, bolstering employee job position knowledge and skill-set.

07/2015 to 08/2016 **Staffing Specialist-Office Manager**

3PL Worx – Savannah, GA

- Scheduled interviews with potential candidates, filled out required paperwork and prepared introduction manuals.
- Managed applicant tracking system (ATS) database by entering, updating and maintaining candidate contact details, resumes and supporting documentation.
- Advertised job opportunities through attending job fair events and posting open positions in social media platforms, different job boards and all media outlets.
- Developed guidelines, questionnaires and processes for assessing, interviewing and on-boarding phases.
- Created qualification guidelines and requirements for individual positions to identify and measure appropriate candidates against established criteria.
- Developed and facilitated new-hire orientations.
- Interviewed, hired and mentored over 50 new personnel and oversaw all staffing operations.
- Performed urinalysis testing to discourage illegal drugs use in company.
- Completed human resource operational requirements by scheduling and assigning employees.
- Improved organizational filing systems for confidential employee records, resulting in improved accessibility and efficiency.
- Improved office efficiency by effectively managing internal communications and correspondence.
- Oversaw HR needs for 2 or more-employee operation across 2 or more locations.
- Provided clerical support to company employees by copying, faxing and filing documents.
- Delivered top-notch administrative support to office staff, promoting excellence in office operations.
- Responded to inquiries from callers seeking information.
- Created and updated physical records and digital files to maintain current, accurate and compliant documentation.
- Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance.
- Maintained office supplies inventory by checking stock and ordering new supplies.
- Oversaw office inventory activities by ordering and requisitions and stocking and shipment receiving.
- Managed filing system, entered data and completed other clerical tasks.
- Managed phone and email correspondence and handled incoming and outgoing mail and faxes.
- Completed forms, reports, logs, and records to quickly handle all documentation for human resources.
- Managed paper and electronic filing systems by routing various documents, taking messages and managing incoming and outgoing mail.

- Created and maintained detailed administrative processes and procedures to drive efficiency and accuracy.
- Recorded new hires, transfers, terminations, changes in job classifications and merit increases to main human resources files.
- Updated reports, managed accounts, and generated reports for company database.
- Maintained strict confidentiality of sensitive information, upholding the highest standards of professionalism at all times.
- Managed hiring process from job posting to on-boarding, ensuring top talent acquisition for key positions.

08/2013 to 06/2015 **Staffing Coordinator**

Worldwide Staffing – Savannah, GA

- Interviewed, hired and mentored over several new personnel and oversaw all staffing operations.
- Developed and facilitated new-hire orientations.
- Managed applicant tracking system (ATS) database by entering, updating and maintaining candidate contact details, resumes and supporting documentation.
- Developed guidelines, questionnaires and processes for assessing, interviewing and on-boarding phases.
- Assisted in on-boarding new hires, facilitating a smooth transition into their roles and supporting employee retention efforts.
- Facilitated smooth employee transitions with comprehensive on-boarding program.
- Worked closely with other departments within the organization to address workforce planning needs effectively.
- Conducted comprehensive interviews, assessing candidate skills and cultural fit for successful placements.
- Assisted with personnel records management to support record-keeping accuracy.
- Managed a database of qualified candidates, ensuring accuracy and up-to-date information to expedite the hiring process.
- Managed applicant tracking system (ATS) database by entering, updating and maintaining candidate contact details, resumes, and supporting documentation.
- Coordinated background checks, reference evaluations, and drug screenings as part of due diligence for successful placements.
- Crafted detailed job descriptions and job postings, obtaining necessary information from hiring managers.
- Coordinated and administered job fairs and other recruitment events to engage potential talent.
- Utilized online applicant tracking system to screen resumes for all job openings.
- Coordinated with hiring managers to understand staffing needs, leading to more streamlined recruitment process.
- Verified payroll, vacation and sick time hours to support accounting processes.
- Assisted in onboarding new hires, facilitating a smooth transition into their roles and supporting employee retention efforts.

06/2011 to 04/2013 **Small Business Owner**

Self-employed – Savannah, GA

- Promoted business via social media to generate leads and maximize brand identity.
- Provided elite customer service by resolving escalated problems and calmly responding to shifting priorities.
- Devised processes to boost long-term business success and increase profit levels.
- Fulfilled customer shipping needs by completing all purchase orders and customer invoices.
- Oversaw business budget planning and administration, accounting functions, purchasing and bi-weekly payroll to handle financial needs.
- Coached and mentored employees through effective recruitment, hiring and goal setting methods.
- Hired trained, and supervised staff to maintain high levels of productivity and customer satisfaction.
- Evaluated sales reports and financial statements to manage cash flow and develop techniques to improve business.
- Increased revenue by implementing effective marketing strategies and establishing strong customer relationships.
- Developed strategic partnerships with suppliers, negotiating favorable terms to control costs and improve product offerings.
- Set strategic goals and monitored progress, adjusting tactics to meet changing market conditions.

EDUCATION

Expected in 10/2025 **Graduate Certificate: Microsoft Office Application Professional**

Savannah Technical College - Savannah, GA

- Relevant Coursework: **Introduction to Computer Literacy** – Built a strong foundation in computer systems, software, and digital tools essential for modern workplaces.
- Relevant Coursework: **Digital Technologies-Business** – Gained hands-on experience in business-related digital applications, improving efficiency in data management, communication, and analysis.
- Relevant Coursework: **Word Processing Applications** – Developed proficiency in document creation, formatting, and editing, ensuring professional-quality written materials.
- Relevant Coursework: **Desktop Publishing & Presentation Applications** – Learned advanced design and presentation techniques to create compelling visual content for reports, marketing materials, and business communications.

05/2010

Certificate of Technical Studies: Patient Care Technician

Savannah Technical College - Savannah, GA

- Professional Development: **Cultural Diversity & Health** – Gained insight into inclusive practices and working with diverse populations.
- Professional Development: **Patient Care Fundamentals** – Developed ability to provide compassionate support and care.
- Professional Development: **Health, Safety, and Nutrition** – Learned strategies to

promote wellness in various settings.

Some College (No Degree): Teacher Education

Savannah Technical College - Savannah, GA

- Professional Development: **Interpersonal Relations** – Strengthened communication, collaboration, and teamwork skills.
- Professional Development: **Exceptionalities** – Expanded understanding of individual needs and adaptability in professional environments.
- Professional Development: **Human Growth and Development** – Developed a strong understanding of how individuals evolve physically, emotionally, and cognitively, enhancing ability to work effectively with diverse populations in various settings.
- Professional Development: **Intro to Early Childhood** – Built foundational knowledge in human development and early education.

2000

High School Diploma

Effingham County High School - Springfield, GA