

Jada Jenkins

Newark, NJ | 551-297-5538 | JadaJenkins2021@gmail.com

EDUCATION

William Paterson University

Wayne, NJ

Bachelor of Arts: Political Science and Legal Studies

September 2018- January 2022

EXPERIENCE

E-ZPass

Newark, NJ

Sales Representative

June 2023-present

- Answered inbound calls to handle various concerns, set appointments and close sales.
- Updated and maintained over 500 customer profiles and accounts, ensuring accurate and up-to-date information for future interactions.
- Collaborated across departments to resolve customer-related issues.

Everest Insurance

Warren, NJ

Administration Assistant

August 2022 – January 2023

- Answered brokers questions about available policies and services.
- Created and maintained spreadsheets with advanced Excel functions and calculations to develop reports and lists.
- Directed emails based on query type to streamline support to help keep an organize email box.

Coalition on Human Needs

Washington, D.C.

Fall Intern

August 2021 – December 2021

- Helped develop research information and data on the Child Tax Credit impact on low-income families across the nation.
- Posted and updated social media and website content to send out informational announcement about current policies and decisions made in the US Congress.
- Created and maintained PowerPoint presentations for managers or supervisors.

Department of Finance

Newark, NJ

Summer Intern

June 2021- August 2021

- Handled clerical work, routed phone messages and delivered packages to correct personnel.
- Reviewed SAP records to identify any due commercial taxes and sent timely notifications to ensure compliance with government regulations.
- Processed all deposits into the city's bank account, ensuring accurate record-keeping and preventing any discrepancies in financial reporting.

William Paterson University

Wayne, NJ

Library Assistant

October 2019- May 2021

- Assisted with library equipment use, aided with technology access and checked out items.
- Facilitated access to critical course materials for hundreds of students by efficiently managing the process of placing books on hold and making them available for checkout, resulting in a 20% increase in usage of reserved materials

- Managed circulation activities including checking in and reshelving materials and processing check-outs and reserve materials for patrons.