

# JENNIFER E. MILLS

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## Work Experience

### **Morgan Cosmetics**

#### **Executive Administrative Assistant | Issaquah, Washington | March 2013-March 2024**

- Managed and coordinated high-profile Executives schedule, travel, meetings, calendars as well as preparing reports
- Managed staff of three other Assistants
- Developed and implemented efficient procedures and improved overall organizational components
- Viewed and approved all payroll for 19 employees
- Filed and organized all expenses related to office, operations and travel
- Assisted onboarding and training of new employees
- Managed executive budgets and overviewed yearly budgets for approval
- Provided detailed minutes of meetings
- Tracked progress of projects and provided point of contact for follow ups.
- Planned and coordinated several successful events
- Worked with over 50+ vendors and provided the highest customer service and vendor service skills
- Visited Vendors on-site and retail stores to speak with management and staff on expending their needs
- Extended knowledge on all natural and organic cosmetic care
- Worked closely with custom brokers and FDA for international shipments
- Well versed in shipping and receiving with impeccable organization

### **Bank of America**

#### **Chargeback Team Leader | Wilmington, Delaware | February 2008 – March 2012**

- Processed and reconciled vendor and customer disputes, processing chargebacks, maintaining documents and being a point of contact for Arbitration
- Handled escalated calls from other agents, educated team on best business practices, training and worked under the Disputes Manager as well as Quality Control to ensure all metrics were met
- Coached subordinates in a group setting or one on one, going over monthly goals and ensuring my team was successful
- Worked closely with Fraud Investigations as well as all IT departments to discover and facilitate training, trouble points, and worked to improve procedures while adhering to Mastercard, Visa, American Express and the FDIC's requirements