



# Jessica Sponable

Chief of Staff | Executive Support

## CONTACT



### Email

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## EDUCATION

Expected Graduation of December 2024

B. S. BUSINESS

ADMINISTRATION:

ORGANIZATIONAL LEADERSHIP

Southern New Hampshire University

2018

A.A. BUSINESS ADMINISTRATION

San Antonio College

## CERTIFICATIONS

Notary Public of Texas

American Association of Notaries

## PROFILE

Collaborative leader with dedication to partnering with coworkers to promote engaged, empowering work culture. Documented strengths in building and maintaining relationships with a diverse range of stakeholders in dynamic, fast-paced settings. Highly dependable, ethical and reliable support specialist and leader that blends advanced organizational, technical and business acumen. Works effectively with cross-functional teams in ensuring operational and service excellence.

## PROFESSIONAL EXPERIENCE

Landsea Homes | Vintage Estate Homes

2016 - 2022

### CHIEF OF STAFF

May 2021 - December 2022

- Supervised staff and participated in hiring, training and performance evaluations to establish and enforce policies and procedures for business functions.
- Managed the onboarding process, ensuring that all pre-employment processes and forms were completed accurately.
- Drafted documents for executive leaders and oversaw the execution of communication.
- Managed supervisor itinerary & appointments and streamlined scheduling procedures
- Coordinated office events, seminars and meetings for staff and clients.
- Created and organized filing system to manage department documents.
- Encouraged coordination and cooperation among departments and continuous review of interdepartmental processes to support quality control and improvement.

### WARRANTY MANAGER

June 2020 - May 2021

- Defined clear targets and objectives and communicated to other team members.
- Developed & implemented spreadsheet and ticket system to assist in tracking progress & completion of warranty requests.
- Identified and communicated customer needs to supply chain capacity and quality teams.
- Performed monthly maintenance walk-thru of all model homes and coordinated repairs.
- Cultivated positive rapport with fellow employees to boost company morale and promote employee retention.
- Maintained positive customer relations by addressing problems head-on and implementing successful corrective actions.

### OFFICE MANAGER

July 2019 - June 2020

- Established workflow processes, monitored daily productivity, and implemented modifications to improve overall performance of personnel.
- Designed and implemented system for tracking HOA refunds.
- Managed onboarding and oversaw training of new hires.
- Processed employee expense reports and assisted in payroll.
- Maintained up to date record of our divisions deposits.
- Oversaw office inventory activities by ordering and requisitions and stocking and shipment receiving.
- Updated & Maintained computer and physical filing systems.
- Coached new hires on company processes while managing employees to achieve maximum production.

## SKILL HIGHLIGHTS

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Problem solving & communication

Priority planning

Human Resources: hiring, on-boarding, training, UKG software

Organization & time management

Cross-functional collaboration with operations and administrative teams

Leadership of administrative department

Accounting software: QuickBooks

## REFERENCES

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### LISA JUBELA

Legacy Broker Group | Colleague

✉ lisajubela@yahoo.com

☎ (830)305-6926

### CRYSTAL WEST

Calvetti Ferguson | Co-worker

✉ clw7585@yahoo.com

☎ (830)743-6192

### GREG BALEN

Empire Communities | Supervisor

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☎ (310)678-7324

## STARTS MANAGER

May 2018 - July 2019

- Developed tracking system for all required action items prior to construction.
- Worked advantageously with city & county municipalities, engineers, designers, architects and various others to obtain required documentation.
- Ordered, applied for & tracked documents for construction such as foundation engineering, permits and septic designs.
- Oversaw approval of pre-construction documents.
- Developed and maintained relationships with customers and suppliers through account development.
- Accomplished multiple tasks within established timeframes.
- Oversaw multiple projects simultaneously and ensured tasks were efficiently completed.

## ADMINISTRATIVE ASSISTANT

May 2016 - May 2018

- Organized, coded and entered invoices into individual property budgets.
- Reconciled invoice discrepancies and corresponded with contractors.
- Organized payout to contractors, vendors and suppliers.
- Interacted with vendors, contractors and professional services personnel to receive orders, direct activities, and communicate instructions.
- Executed record filing system to improve document organization and management.
- Created and maintained detailed administrative processes and procedures to drive efficiency and accuracy.
- Provided cross-coverage support for other administrative personnel.