

Application Form

Notice of Public Record

Please be advised that all information contained in this application is part of the City of Reno's public record and is available for public review. These positions are limited, in most cases, to residents of the City of Reno. The City Council makes a conscientious effort to appoint persons who represent all of the various communities within the City of Reno. Please be advised that certain boards and commissions require filing of financial statements with the Secretary of State or have special requirements. Contact the City Clerk's office at 334-2030 with any questions.

Profile

Jessica

First Name

S

Middle Initial

Medlock

Last Name

j.medlock.2021@icloud.com

Email Address

6200 meadowood mall circle

Home Address

Suite or Apt

Reno

City

NV

State

89502

Postal Code

What ward do you live in? *☒ Ward 3

Mobile: (775) 223-7210

Primary Phone

Alternate Phone

How long have you been a resident of the City of Reno?

5 years

Are you over 18 years of age?☒ Yes ☐ No**Are you currently registered to vote in the City of Reno? ***☒ Unsure

Infosys

Employer

Process Agent

Job Title

Which Boards would you like to apply for?

Civil Service Commission: Submitted

Have you ever been convicted of a felony or misdemeanor other than minor traffic violations?

☒ Yes ☐ No

If yes, please list conviction dates and nature:

DUI 2019 - Completed

Interests & Experiences

Education or training relevant to the board or commission to which you are applying:

This town has serious problems. I've experienced them, suffered from it, and have devised policies for change

Explain briefly why you would like to be appointed to this board or commission.

Someone needs to do something different. Does anyone in these offices understand what your homeless citizens struggle is? Or how to fix it? I do. I was there.

[Resume_2021v2_2.pdf](#)

Upload a Resume

Demographics

This section is optional and your responses will not be utilized for appointment. The following information helps track our recruitment and diversity efforts.

Ethnicity

[REDACTED]

Gender

[REDACTED]

10/29/1977

Date of Birth

Open Meeting Law Waiver

WAIVER OF NOTICE REQUIRED UNDER NRS 241.033(1) TO ALLOW CITY COUNCIL TO CONSIDER CHARACTER, MISCONDUCT, OR COMPETENCE OF PERSON TO BE APPOINTED TO A BOARD, COMMISSION, OR OTHER PUBLIC BODY FOR THE CITY OF RENO

The City Council for the City of Reno will be considering on a future posted agenda your appointment to a board, commission or other public body for the City of Reno. Pursuant to NRS 241.033(1), in order to consider the professional competence of an applicant, notice need be provided to that person of the time and place of the meeting in compliance with such statutory provisions. By agreeing below, it is confirmed that I have been provided notice of the meeting at which my appointment will be considered by City Council. Further, I knowingly and voluntarily am waiving my rights to all written notice requirements under NRS 241.033(1) pertaining to my qualifications, competence, and character to hold this appointment and consent to the evaluation of my character and competence by the Reno City Council in a public meeting. Further, the I acknowledge that I may at any time withdraw both this waiver and related application for appointment.

☒ I Agree

Acknowledgement

Please Agree with the Following Statement

I certify that, to the best of my knowledge, the information I provided in the application is true. If the information provided is false or incomplete, it shall be sufficient cause for disqualification or removal. If appointed, I agree to attend a board or commission orientation session, if applicable, within six months of my appointment. I understand that failure to comply with this requirement will results in automatic removal from the board or commission.

☒ I Agree

My objective is to find a career that utilizes the wide range of experience I have collected over the past 20 years in Customer Service, Sales, Tech, Business Consulting, Hospitality, and Entertainment. I have a great attitude, I love to learn, help others succeed, and take on extra responsibility. It's time to think outside of the box and see what great things we can accomplish and create in spite of the world changing around us.

QUALIFICATIONS:

- 5+ years of experience in an administrative support role, with a strong understanding of Microsoft Office
- 5+ years' experience of successful administrative experience supporting an Executive level Manager
- 10+ years of sales and business consulting experience. Knowledge of corporate organization and ability to navigate.
- 20+ years of Customer Service / Sales experience

Proficiency with Microsoft productivity software and internal tools.

Excellent organizational, analytical, anticipatory, verbal, and written communications skills.

Analytical, motivated Business Administrator with the ability to provide administrative support to multiple managers. An ability to work independently, deal with ambiguity, and solve routine problems proactively and effectively. The aptitude for rolling with changing circumstances (direction and strategy) while continuing to have professional and positive interactions. Proven track record of excellent judgement, problem resolution, teamwork, negotiation, budgeting and analytical skills, decision-making skills, and the ability to work under pressure.

Stellar interpersonal skills, Exercise sound judgment, tact, diplomacy, integrity, and professionalism in all interactions. Possess a high level of self-awareness and intrinsic appreciation for the value that admins provide.

Have excellent organizational, planning and time management skills. experience providing high efficiency, proactive support with the ability to adjust direction in response to shifting priorities. Ability to maintain confidentiality, set priorities and handle multiple tasks simultaneously. Able to navigate and change directions quickly within a fast-paced environment, demonstrate initiative, detail oriented and having consistent and timely follow through.

JOB HISTORY:

REMOTE

MICROSOFT - Infosys: HYBRID WFH - WFO (COVID Restraints) 3/2020 - CURRENT POSITION

Processing volume licensing for Microsoft products

*Data entry, WORD, EXCEL, SHAREPOINT etc, tool systems navigation and troubleshooting. Validating and processing Critical and Highly confidential customer orders with 100% accuracy to ensure contract compliance. Working under high pressure to meet strict time guidelines to prevent penalties to the company. Analyzing and correcting errors in submission, requiring professional communication with partners. Reworking and correcting cases processed in error. Creating and maintaining updated extensive work instruction NOTEBOOKS, and providing reliable consistent assistance to other agents. Auditing, training, dispute resolution

CIOX Health: CALL CENTER 100% REMOTE 8/2020 - 2/2021

Calling Health providers offices to acquire medical records.

*Scheduling, Sales, Customer Service

BUSINESS CONSULTING 2010 - 2020:

Ability to deal with ambiguity and changing business environments. Each small business I worked with had a different market, and unique requirements.

Deep understanding on how to create a new business from scratch while keeping a laser focus on revenue, profitability, and market share growth. This influence enabled me to optimize any weak points on the business infrastructure and maximize revenue. Solution oriented, enjoy problem solving and develop strong partnerships across Sales Managers, Sales Excellence, Ability to build forward-looking performance indicators and independently manage dialogue with both IT and non-IT employees. This enables successful collaboration at the organizational level that delivers results, with proven capabilities of team success and employee retention.

I focus on the essential issues in complex technical and business problems to make appropriate decisions, supported by Advanced conceptual, analytical, and problem-solving abilities. Providing high efficiency and proactive support with the ability to adjust direction in response to shifting priorities. Ability to effectively prioritize and meet deadlines, adaptability during execution. Contribute to the development of solutions in collaboration with internal teams, partners, and services. Proposes prioritized solutions that align with customers' needs. Articulates the business value of proposed solutions.

Onboarding new employees, new hire setup and procurement of equipment and supplies. Ensure compliance with administrative operations policies and procedures. Maintaining group aliases. Team support including space management, workstation moves and facilities requests

Managing complex calendars with utmost attention to accuracy, timeliness and ensuring the schedule aligns with priorities and commitments. Planning and executing any meetings, events, offsite meetings. Organizing and planning off-sites and events. Supporting multiple engineering managers, as well as managing calendars and scheduling team meetings

Exhibit outstanding operational excellence - including monthly/quarterly forecasting, building healthy pipeline, CRM entry and hygiene, opportunity management and virtual team orchestration. Experience driving new sales and customers using innovative approaches, leveraging joint partnership events, social selling (LinkedIn) and networking. Demonstrated sales and partner management experience with executive communications, engagement and influence

Customer focus, seeking to understand future markets and customer needs and actively considering alternative business models to meet those as well as market needs. Maintained focus on the customer experience when balancing short- and long-term decisions. Provide insights based on customer feedback directly to product groups and business groups to refine and improve offerings. Strong attention to detail, the ability to self-direct, organizational and project management skills. Drives higher levels of operational excellence. Applying innovative thinking to develop or refine product or services approaches

*Affordable Glass - window repair business

*IKON Entertainment - band promoter

*RockSolid Construction - decks and flooring

*The Piercing Shop Las Vegas

*Danica's Closet - online retail

*Liar's Club - bar and grill

*Starr Entertainment - Dj and entertainer

*Vibe Nightclub

HOSPITALITY / NIGHTCLUB INDUSTRY 2010 - 2019:

Customer service, Food and beverage service, Dj

MANAGEMENT:

Team budget management. Effectively collaborate with and responds to requests from multiple teams Preparing and reconciling expense reports to ensure timely processing. Expense report management for multiple managers as well as supporting team expense report approvals.

Work successfully in a team environment, building effective working relationships inside and outside of the group, accommodating work styles and perspectives of diverse individuals. Ability to build effective cross-group working relationships and work collaboratively with people at all levels of the organization

CUSTOMER SERVICE:

Engage in conversations with customers that elevate their experience. Anticipate customer's needs. Be prompt, professional, accurate and friendly. Dispute resolution with tact, diplomacy, and customer care

Food and Beverage service:

Always ensure the customer's order is followed without issue, food and drinks are prepared and served with only top presentation and ingredients

RESTAURANT: Red Lobster, Olive Garden, Gaslamp Restaurant

BAR: Angel's Sports Bar, PCH bar n grill, Jimmy's Roadhouse

NIGHTCLUB: Atlantis Nightclub, Club Metro, Club Paradise, Tonic, Wild Orchid, Vibe Nightclub

EDUCATION

Buena Vista High school

Riverside Community College

Oceanside College of Beauty

thank you for your consideration and review. References and more details happily provided upon request



Molly Rosen <rosenm@reno.gov>

Jessica S Medlock has submitted an application for Civil Service Commission

1 message

City of Reno NV <boards@granicuslabs.com>

Sat, Sep 11, 2021 at 10:02 AM

Reply-To: cityclerk@reno.gov

To: rosenm@reno.gov, aufierob@reno.gov, huntsmanm@reno.gov

A new application for City of Reno, NV Boards and Commissions has been submitted. Applicant: Jessica S Medlock
Boards Applied For: Civil Service Commission Link: <https://reno.granicus.com/apps/boards/applicants/?id=1638393>