



Jasmine Hope Coppin

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Highly computer proficient general manager seeking to leverage excellent interpersonal and communications skills in order to transition into a Recruiting career. Noted to bolster work force by efficiently and efficiently vetting and processing all new independent contractors for Fetch PetCare Westside franchise. Skillfully create and maintain distinctive connections with clientele for long term customer loyalty. Proven ability to effectively multi-task in dynamic, fast-paced environments while working under pressure and staying calm and focused to achieve team goals and objectives.

Relevant Experience:

Franchise General Manager, Fetch Pet Care – Los Angeles Mar 2015 – Current

- Managed entire Los Angeles Westside franchise, independent contractors and clientele
- Recruited, screened, interviewed, processed paperwork and background checks and conducted orientations for new independent contractors
- Maintained clear, organized communication with clients, Independent Contractors, and Concierge
- Provided emergency local relief for Fetch Concierge
- Organized and processed all franchise recurring client's schedules
- Handled client complaints, calmed angry clients and regained their trust
- Initiated and maintained local marketing and created needed graphic design

Concierge, Fetch Pet Care – Los Angeles Oct 2014 – Feb 2015

- Provided customer service for all franchise incoming & outgoing phone calls and emails
- Drew in new clientele and managed franchise office
- Logged all new client information and sent out Open Assignments to Independent Contractors
- Matched and scheduled clients with qualified Independent Contractors
- Organized and processed all Westside recurring client's schedules and monthly billing

Volunteer Experience:

Community Group Coach, Reality LA – Los Angeles Aug 2015 to Current

- Provided coaching and leadership help for community group leaders

Community Group Co/Leader, Reality LA – Los Angeles Aug 2012 to Sep 2015

- Facilitated weekly community group meetings between 8 and 18 people
- Helped to lead discussions, problem solve, and provide mentoring
- Organized service opportunities and outside events

Connect Booth Team Lead, Reality LA – Los Angeles April 2012 to Sep 2015

- Trained and lead team of up to 5
- Provided hosting and customer service for guests
- Coordinated the setup and tear down of Connect Bo

Education:

Ringling College of Art and Design,
Sarasota FL
BFA in Computer Animation – May 2010

ITT Technical Institute, Thornton, CO
AAS in Multimedia – March 2005
Highest Honor