
Jennifer Bocko

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SKILLS

Volunteer and employee recruitment, onboard and train new employees, identify training need for business units and individuals and provide coaching, workforce development, research and develop educational programs, project coordination, project management, budgeting, complex team management,

EXPERIENCE

Jenny Bocko Photography, Tillamook, Oregon - *Photographer/Owner*

June 2020 - PRESENT

- Schedule photo shoots
- Photograph requested projects including portraits, weddings, sporting events, and real-estate listings.
- Edit photos using Adobe Photoshop, Adobe Lightroom, and Skylum's Aurora HDR
- Maintain website and social media
- Accounting and budgeting

UPS, Tillamook, Oregon - *Local Sort Supervisor*

October 2020 - October 2021

- Manage customer service counter
- Lead a team of 13 ground drivers and one loader/air driver
- Responsible for timecard coding and submission for 13 drivers
- Supervise end-of-day operations
- Perform weekly shipping audits
- Effectively communicate with customers regarding package issues and complaints
- Onboard new employees
- Manage complex team member relations issues
- Identify training needs and provide appropriate coaching

Vacasa, Tillamook, Oregon - *Photographer/Quality Assurance Auditor*

September 2014 - March 2020

- Performed quality assurance audits on over 20,000 vacation rental listings
- Collaborated with the QA team to create auditing guidelines and processes
- Identify training needs and provide appropriate coaching

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- Maintained logs and a database of audited listings
 - Provided constructive feedback on photography and listing descriptions to employees
 - Produced training materials for photographers and onboarding specialists
 - Responsible for photography and 3D tours for over 1,000 homes located in three counties in Oregon
 - Edited photographs using Adobe Photoshop, Adobe Lightroom, and Skylum's Aurora HDR
 - Collaborated with other photographers, local property managers, and onboarding specialists to complete photography projects
 - Point person to add new properties to Vacasa's portfolio around the country; I budgeted and coordinated travel for these assignments.

Siuslaw National Forest, Hebo, Oregon - *Recreation Technician*

June 2007 - August 2014

- Supported district staff in regards to leave usage, time card coding, benefits packages, and onboarding seasonal and permanent staff.
- Lead district collections officer
 - Maintained records of weekly, monthly, and annual collections
 - Responsible for daily and weekly remittance
 - Performed random collections compliance audits
 - Identify training needs and provide appropriate coaching
- Volunteer Coordinator
 - Team lead, managing 4 to 8 camp hosts
 - Recruited volunteers
- Maintained park facilities
- Investigated criminal activity at various recreation sites
- Responded to medical emergencies and accidents
- Collaborated with recreation team on the hiring of seasonal employees
- Managed district Safety Data Sheets (SDS) database and booklets
- Collaborated with staff to create district brochures
- Staffed the Cape Perpetua Visitor Center
- Created, researched, developed, and presented interpretive programs and guided walks
- Administered an outdoor camp through a partnership with local schools

EDUCATION

Grand Canyon University-*Master of Science, Industrial/Organizational Psychology*

Eastern Washington University, Cheney, Washington - *Bachelor of Arts, History and Government*