

Tiffany Cotten

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My diverse professional and volunteer experiences have significantly contributed to the development of strong organizational skills, strong leadership skills and a deep commitment to community service. By coordinating teams, managing complex logistics, and leading trainings across both volunteer and occupational settings, I have continually enhanced my abilities in effective communication and adaptive problem-solving. My background reflects a sustained dedication to empowering others, fostering collaboration, and maintaining operational excellence within youth programs and professional environments.

Summary of Qualifications

- Over twenty-five years of experience in administrative roles, project management, and office operations
- Expertise in HR duties, QuickBooks, Sage, accounts receivable/payable, and data entry
- Skilled in developing policies and procedures, performing audits, and streamlining processes
- Dependable, honest, punctual, flexible, and a dedicated team player with a willingness to learn
- Strong communication skills, effective in public interactions, conflict resolution, and handling calls and emails
- Proficient in scheduling appointments, managing callbacks, overseeing online sales and shipping, and dispatching
- Experienced in obtaining records and permits from county and city officials, and submitting plans for review
- Collaborated with subcontractors for FEMA contract pumping trailers across multiple counties
- Assisted with BID processes, documents, job walks, pre-qualification applications for school districts and public works, and managed 811 tickets through online platforms
- Administer vaccinations to animals, assist with surgical procedures, perform nail trimming, and conduct ear cleaning

Work Experience

Northwest S.P.C.A., Oroville, CA — Vet Tech Assistant

- Administer vaccinations, microchip implantation, nail trimming, and ear cleaning procedures
- Provide nourishment to animals, maintain clean enclosures, and exercise dogs
- Offer temporary foster care for animals as circumstances require
- Support company fundraising initiatives and participate in event operations

Butte County Behavioral Health, Chico, CA — Administrative Analyst I

- Served in Quality Management as Admin Analyst
- Developed policies and procedures, performed on-site and online audits and reviews
- Pulled charts for review, and created summaries and reports
- Organized and prepared meeting rooms and agendas; attended meetings in-person and on Zoom
- Streamlined internal processes where possible
- Planned and attended Employee Development Days and traveled for conferences and continuing education

Rolling Hills Clinic, Corning, CA — Executive Assistant

- Provided administrative support to the Executive Director and other C-suite executives
- Answered and routed multi-line phone calls, assisted with organizational charts and communications
- Handled faxing, mailing, and shipping through FedEx and UPS
- Approved PTO for directors and providers for payroll
- Prepared meeting rooms and agendas; attended meetings and distributed minutes
- Created SOPs and streamlined processes
- Assisted HR with onboarding providers and staff

Schreder and Brandt MFG, Inc., Chico, CA — Senior Administrative Assistant

- Routed incoming calls and assisted employees
- Managed closeout documents, pre-qualification applications, and BID processes
- Attended job walks, maintained calendars, renewed 811 tickets, and handled weekly travel and data entry

Aristotle Custom Homes, Chico, CA — Senior Administrative Assistant

- Served as the company's front desk representative for residential and commercial building projects
- Managed records of office activities, business transactions, and communication with various stakeholders
- Scheduled appointments, obtained permits and records from municipal and district departments

Domenic's Septic Service, Inc., Chico, CA — Senior Administrative Assistant

- Provided daily customer support and developed strong client relationships
- Answered multi-line phones, dispatched calls, and typed proposals and other correspondence
- Coordinated weekly FEMA paperwork and notarizations
- Created and maintained schedules for septic installs, leach line repairs, and pump maintenance
- Produced spreadsheets and maps for FEMA contracts

TekSystems, Chobani, Twin Falls, ID — Raw Material Tracking and Tracing Support

- Supported successful implementation of the Raw Material Tracking and Tracing program for Chobani Twin Falls
- Ensured training and qualification of 700+ employees in 53 critical processes
- Utilized MS Dynamics AX to resolve process deficiencies
- Installed, configured, and troubleshot 27 direct thermal printers
- Developed inventory strategies and managed 74 handheld scanners

Volunteer Experience

- Eight years with Chico Jr. Panthers Cheer and Football youth program, including roles as Registration Coordinator, Assistant Cheer Coordinator, Concessions Manager, Volunteer Coordinator, Fundraising Coordinator, Team Mom, and Assistant Coach. Served two years on Board of Supervisors.
- Bidwell Wildlife Rehabilitation volunteer for over five years, including Board of Supervisors service, Volunteer Coordinator, fundraising, onboarding, and mentoring new volunteers, especially for raptor care.
- Currently serve as Girls Vice President on the Board of Supervisors for the Chico Jr High School Basketball Association. Organize volunteers and train parents to support athletes.
- Developed a Cheer Program for Chico Jr High School, filed for 501(c)(3) status, Articles of Incorporation, and insurance. Currently President/Treasurer on the Board of Supervisors.

Education

- (GED) General Educational Diploma

References available upon request