

Jessica Claire

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EXECUTIVE PROFILE	Visionary and genetically upbeat executive with experience managing multiple projects all levels including budgeting and administration. Focused on employee participation and the well being of each stakeholder.
SKILL HIGHLIGHTS	<ul style="list-style-type: none">• Process Improvements• Financial Analysis• Human Resources• Public Relations• Compliance / Accountability• Writing manuals
CORE ACCOMPLISHMENTS	<ul style="list-style-type: none">• Managing businesses: two restaurants with 50 employees, 5 managers and 1.8M in sales.• Managing in transition: dry stack marina operations during a \$20M renovation• Managing a crisis: death on business premise and ensuing OSHA investigation that resulted in no liability attributed to the owner because of processes and documentation of workers on premise that I initiated• Managing marketing campaigns: conceived multiple PR campaigns that resulted in local and national media coverage
PROFESSIONAL EXPERIENCE	<p>CONSULTANT 2005 to CURRENT</p> <p>Verisk Analytics Chicago, IL</p> <p>Helping business owners and managers improve profits and the employee experience using "Lean" principals and DiSC Personality Assessment.</p> <ul style="list-style-type: none">• Built business on referrals from existing clients: primarily business owners in their first ownership venture.• Helped clients manage time, money and relationships to improve profits and their shareholder's experiences.• Helped transform people's working lives. <p>Skills Used: diplomacy, consensus building, research, patience, humility, sales, morale building, and public relations.</p> <p>Achievements: Improved foot traffic by 59%, reduced spending by 1.5%, reduced accounts receivable by 29%, reduced employee frustration and lowered unnecessary employee turnover.</p> <p>PRESIDENT / GENERAL MANAGER 1992 to 2005</p> <p>Pega (Pegasystems Inc.) FL, State</p> <ul style="list-style-type: none">• Casual dining restaurant concept with 2 locations, 50 employees, 1.8M in annual sales.• Conceived, built and operated a restaurant business.• Used principles incorporated at Toyota (Lean Manufacturing) and Coke-a-Cola (DiSC Personality Assessment) to improve profits, operations and the customer experience.• Built strategic marketing partnerships with Sprint, Mini USA and Radiant Systems.• Marketed business through 'Community Service Marketing' through 32 local schools and charities annually. <p>Skills: financial management, process development, customer loyalty, strategic partnership development, employee recognition program development, on boarding program creation.</p> <p>Accomplishments: Public Relations projects were featured Wall Street Journal, Boston Globe and AJC. Improved profits and reduced employee turnover using "Lean" principles and DiSC Personality Assessment. Sold business in 2005.</p> <p>BUSINESS DEVELOPMENT MANAGER 1991 to 1992</p> <p>Trex Company, Inc Minneapolis, MN</p> <ul style="list-style-type: none">• Sold bank services to local merchants and businesses• Addressed market verticals by repackaging existing banking products to appeal to specific industry concerns. <p>Skills: Customer Service Prospecting Sales Relationship maintenance, building Marketing Sales training</p> <p>Accomplishments: Won 'Accurate' Sales Contest 1992 Best sales of new product for all of southern Manhattan.</p> <p>SALES REPRESENTATIVE 1989 to 1992</p> <p>Fuji USA Burbank City</p> <ul style="list-style-type: none">• Outside Sales Representative: managed existing business while growing territory by selling medical X-ray film to new hospitals, doctor's offices and X-ray film dealers dealers. <p>Skills: Customer Service relationship building entertaining clients and selling.</p> <p>Accomplishments: Increased territory sales by 600% in first year. Won company wide advertising idea contest for writing a print advertisement the company later published in a trade magazine.</p>
EDUCATION	<p>Certificate Six Sigma: Green Belt 2006</p> <p>Villanova University, Bryn Mawr, PA</p> <p>Bachelor of Arts (BA) History 1987</p> <p>Iona College, New Rochelle, NY</p>
CERTIFICATIONS	<ul style="list-style-type: none">• Serve Save Certified• GA Insurance License:Health/Life, P&C• DiSC Personality Assessment (Distributor)• QuickBooks Pro Adviser• High Ropes Course Instructor
LEADERSHIP ROLES	<ul style="list-style-type: none">• XLT Atlanta- (http://www.xltatlanta.com) Producer, Volunteer Coordinator (30 Volunteers)• Catholic Charities of Atlanta Leadership Class 2013-14- Participant and fund raiser• Camp Twin Lakes- fund raiser, event coordinator, high ropes course volunteer• Sandy Springs Festival- Road Race chairman• Leadership Sandy Springs- graduate and board member• Chef Skins Game (fundraiser for Boys and Girls' Clubs) board member.• All Saints Catholic Church-Usher, lector, teacher and mentor to Youth Ministers• "Sandwich Program for the Homeless (for secondary schools)- Creator and presenter• "How to Get and Keep a Job" one hour program for high school students creator and presenter
SKILLS	<ul style="list-style-type: none">• Applying "Lean" Principles to various businesses• Writing manuals, job descriptions, press releases, company news letters• Presenting, public speaking• Grass Roots Marketing• Event / Project Management• Turning chaos into order• Using resources on hand before spending• Social Media marketing• Real Time Marketing