

# Jessica Claire

100 Montgomery St. 10th Floor  
(555) 432-1000 - resumesample@example.com

## Education and Training

**Master of Science: Management & Leadership**  
**Western Governors University** - Millcreek, UT

- Began program July 2019

05/2015 **Bachelor of Arts: Psychology**  
**Western Connecticut State University** - Danbury, CT

- 3.4 GPA
- Spring 2015 - Dean's List
- Best Research Poster Presentation Recipient - 2015 CSU Psychology Research Day

05/2013 **Associate of Science: Behavioral Science**  
**Naugatuck Valley Community College** - Waterbury, CT

- 3.8 GPA
- All attended semesters - Dean's List
- Graduated magna cum laude

## Skills

- Guest services
- Inventory control procedures
- Merchandising expertise
- Loss prevention
- Cash register operations
- Product promotions

## Certifications

- Mental Health First Aid: Certified
- Accuplacer: Institutional Administrator & Certified Proctor
- CLEP (College Level Examination Program): Primary Test Center Administrator & Certified Proctor
- TEAS (Test of Essential Academic Skills): Program Director & Certified Proctor

## Summary

Experienced Testing Specialist offering 6 years overseeing daily program operations and administrative tasks. Offering outstanding organizational, interpersonal, and technology skills. Demonstrable ability to effectively work with a diverse student, faculty, and staff population.

## Experience

- 06/2017 to Current **Testing Specialist**  
**Bank Of America Corporation** – Chesterfield, MO
- Coordinates, administers, and ensures staffing for all testing services while ensuring constant test integrity.
  - Supervises, recruits, trains, and schedules Testing Center staff.
  - Collaborates with Faculty and Administration to develop placement guidelines, creates user-friendly placement charts, and trains advising staff on placement procedures.
  - Works closely with advisors and provides individual advising to students looking to take exams for credit or to apply to a special admissions program such as Allied Health & Nursing.
  - Organizes, tracks, and balances Testing Department budget.
- 08/2016 to 06/2017 **Assistant Testing Specialist/Proctor**  
**Naugatuck Valley Community College** – City, STATE
- Develops and distributes testing and placement reports to stakeholders.
  - Maintains Testing Center statistics by keeping records of session attendance, student score reports, and uploading test scores to Banner Information System.
  - Acts as the Web Content Manager for various departments including Testing and Advising.
  - Implemented virtual registration software that improved pre-registration statistics by 27% while boosting efficiency and data tracking.
  - Serves a culturally, racially, and linguistically diverse student, faculty, and student population by providing support to English Language Learners in completing their testing and enrollment process.
- 09/2015 to 08/2016 **Disability Services Assistant/Proctor**  
**Naugatuck Valley Community College** – City, STATE
- Coordinated test scheduling with faculty and students and proctored exams for students with disabilities in compliance with ADA regulations.
  - Tracked, updated, and maintained student confidential records and compiled testing information into reports to be shared with stakeholders.
  - Assisted in the organization and execution of biannual college transfer fairs including securing the attendance of representatives from college and universities.
- 01/2015 to 05/2015 **Advising & Counseling Center Intern**  
**Naugatuck Valley Community College** – City, STATE
- Shadowed and trained under experienced advisors and counselors in conducting individual advising and counseling sessions.
  - Advised students in transfer planning and the application process to four-year institutions.
  - Assisted current and new students with course selection and academic advisement.
- 09/2013 to 06/2015 **Student Ambassador, Undergraduate Admissions**  
**Western Connecticut State University** – City, STATE
- Redesigned and executed uniform, knowledgeable tours of the campus and assisted prospective students in navigating the application process.
  - Reviewed student applications for completeness prior to evaluation by Admission Counselors.
- 01/2015 to 05/2015 **Teaching Assistant, Psychology Department**  
**Western Connecticut State University** – City, STATE
- Provided instruction of course material and maintained office hours.
  - Tutored students in an individual and group setting in Statistics, SPSS, and APA format.

## Professional Development

- cyberattack
- 2022, QPR Suicide Prevention Training
  - 2022, College Autism Spectrum Workshop
  - 2022, Mental Health First Aid Training
  - 2022, Substance Abuse Workshop
  - 2019, Domestic Violence/Bystander Intervention Workshop
  - 2019, Accuplacer National Conference
  - 2018, Accuplacer National Conference