

JESSICA CLAIRE

Montgomery Street, San Francisco, CA 94105
(555) 432-1000 - resumesample@example.com

PROFESSIONAL SUMMARY

Experienced and driven IT Business Consultant with expertise in business analysis, planning, process improvement, and project management. Skilled in collaborating with all members of the organization to achieve business and financial objectives. Instrumental in streamlining and improving processes and methods and implementing analytical solutions. Technical proficiency in MS Office, Visio, SharePoint, and Tableau.

SKILLS

- Project Planning and Management
- Process Improvement
- Requirements Analysis
- Client Relations
- Presentations & Reporting
- Results-driven & Detail-oriented

PROFESSIONAL EXPERIENCE

01/2014 to Current **Consultant**

Tehama County Department Of Education – Red Bluff, CA

- Assist in project planning for multi-million dollar engagements utilizing the Systems Development Lifecycle (SDLC) to implement digital application design to propel business efficiency across all functions.
- Drive profitable operations by managing project execution from start-to-finish and to ensure team delivers according to plan (scope, quality and time).
- Lead a team of 3 to conduct system testing, present findings, and mitigate issues by providing recommendations to senior management to guide key decisions on the proposed solution.
- Develop and implement performance improvement plans that increased efficiency of client processes. Manage organizational change due to new process releases and aid clients in the transition.
- Effectively work in a team oriented environment to collaborate on client issues to develop the optimal solution.
- Serve as the liaison across various cross-functional teams and stakeholders to shape expectations, gather status updates, and communicate performance feedback.
- Identified and secured new business opportunities for revenue growth across accounts.

05/2013 to 07/2013 **Human Capital Intern**

Camping World – Bossier City, LA

- Conducted market segmentation analysis and developed a digital media presentation to enhance consumer marketing experience by 20%.
- Coordinated and assisted with the successful planning and execution of HC programs and events.
- Managed and facilitated day-to-day support operations.

05/2012 to 07/2012 **Assurance Intern**

PricewaterhouseCoopers LLP – City, STATE

- Successfully completed department planning projects in an effort to leverage the Aura database.
- Executed day-to-day account management tasks and project scope planning.
- Managed quality control tasks concerning sensitive client financial databases.
- Maintained integrity of general ledger, including the chart of accounts.
- Analyzed and researched reporting issues to improve accounting operations procedures.

EDUCATION

2013

MBA: Business Administration
Hampton University - Hampton, VA