

JESSICA CLAIRE

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SUMMARY

Caring Social and Human Service Assistant supports clinical teams in implementing care plans. Excellent time management, team collaboration and program development skills.

SKILLS

- Excellent research skills
- Great team player
- Tactful
- Client management
- Child support laws knowledge
- Document management
- Program coordination
- Quality improvements.
- People skills
- Microsoft Office
- Good work ethic
- Analytical
- Critical thinking

EXPERIENCE

- 09/2019 to Current **Child Support Assistant / Genetic Testing Coordinator**
G4s – Sturtevant, WI
- Monitored cases for support order compliance and made adjustments.
 - Performed case management tasks to enforce court-ordered child support obligations.
 - Used excel and microsoft teams to manage and update electronic case files.
 - Executed collection calls and written or in-person interactions to solicit child support payments on overdue accounts.
 - Located parents for gaining child support and prepared records of payments.
 - Explained policies, procedures and instructions to parents.
 - Interviewed involved parties to confirm facts, verify data and locate persons and financial assets.
 - Calculated child support obligations and debts.
 - Processed legal documents such as summons, bench warrants, wage attachments and liens to prepare materials for trials.
 - Researched legal, financial and other records to obtain data needed to secure and enforce child support cases.
 - Calculated child support obligations and debts to initiate collection actions.
 - Worked in collaboration with local, state and federal departments to obtain documentary evidence and other sensitive information.
 - Evaluated income and expense data of non-custodial parents to determine support capability.
 - Provided genetic testing to determine paternity needs.
- 05/2020 to 10/2020 **Emergency Responder**
Asrc Federal Holding Company – Avon Park, FL
- Assessed and reported patients' responses to initiated treatment.
 - Remained level-headed and proactive during emergency situations.
 - Demonstrated dedication to providing quality care through continued training and education.
 - Reviewed inventory levels prior to shift and restocked ambulance to prepare for service.
 - Assisted with mobilization, ambulation and transport of patients.
 - Monitored patient condition and communicated findings to Operation Chief.
 - Determined emergency situation and developed plan of action.
 - Learned new techniques to better serve patients' needs.
 - Kept up with continuing education requirements to maintain certification.
 - Followed decontamination and mandatory reporting procedures when dealing with infectious individuals.
 - Documented calls in reports detailing incident type and course of treatment.
- 01/2019 to 09/2019 **Team Lead**
Jamba Juice – City, STATE
- Coached team members in techniques necessary to complete job tasks.
 - Trained new team members by relaying information on company procedures and safety requirements.
 - Worked different stations to provide optimal coverage and meet production goals.
 - Evaluated employee skills and knowledge regularly, training and mentoring individuals with lagging skills.
 - Established open and professional relationships with team members to achieve quick resolutions for various issues.
 - Mentored newly hired employees on operating equipment and safety and developed training manual to use for reference.
 - Took on additional job duties during unexpected backlog, resulting in meeting project target date.
 - Continuously checked products for quality assurance according to strict guidelines.
 - Participated in cross-functional team-building activities.
 - Instructed junior team members on protocols and procedures of each station to maximize contributions.
 - Prepared detailed reports on updates to project specifications, progress, identified conflicts and team activities.
 - Operated material moving equipment to move heavy loads and maintain production levels.
- 12/2018 to 04/2019 **Administrative Assistant Student Worker**
Chaffey College Prison Education Program – City, STATE
- · Took and followed detailed directions from others.
 - · Worked in team environment to maintain high levels of productivity.
 - · Answered phone calls and routed callers to appropriate personnel.
 - · Maintained excellent customer service and positive attitude towards guest, customers and fellow teammates.
 - · Completed clerical tasks such as filing, copying and distributing mail.
 - · Helped with administrative support by managing incoming calls, coordinating files and sorting mail.
 - · Managed supplies, processed new orders and maintained inventory organization for team.
 - · Collected information for staff and entered into computer system.
 - · Completed research, compiled data, updated spreadsheets and produced timely reports.
 - · Produced high-quality documents, spreadsheets and presentations for internal and customer-facing needs.
 - · Volunteered with groups and organizations to help make measurable differences for program recipients.
 - Met incoming guests and clients, offering immediate assistance.
 - Developed administrative processes to achieve organizational objectives and improve office efficiency.
 - Managed physical and digital files, monitored spreadsheets and updated reports to coordinate project materials.
 - Directed customer communication to appropriate department personnel.

EDUCATION AND TRAINING

- 05/2018 **Associate of Arts: Arts And Huminites**
Chaffey College - Rancho Cucamonga, CA
- 05/2017 **Associate of Arts: Criminal Justice**
Chaffey College - Rancho Cucamonga, CA
- 05/2016 **Associate of Arts: Social and Behavioral Science**
Chaffey College - Rancho Cucamonga, CA
- 05/2015 **Associate of Arts: Communications**
Chaffey College - Rancho Cucamonga, CA