

Jessica Claire

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PROFESSIONAL SUMMARY

Friendly Customer Service Specialist with 20+ years background in various technical and functional settings. Knowledgeable about security, service and clerical requirements. Takes on multiple simultaneous tasks with excellent time management abilities and resourceful approach.

SKILLS

- Administrative Support
- Telephone Etiquette
- MS Office
- Planning and Coordination
- Team Building
- Scheduling
- File and Database Management
- Knowledge of office methods, procedures, practices and protocols
- Organization and Time Management
- Excellent Communication

WORK HISTORY

Information Technology Manager/Customer Support Representative, 01/2016 - 06/2018

USAG-Rheinland Pfalz – City, STATE

- Facilitated best user experience through continuous support and communication of system changes.
- Performed daily system monitoring, verifying integrity and availability of hardware, server resources, systems, and key processes.
- Worked closely with management teams to plan, develop, and execute technical strategies aligned to client's vision.
- Communicated regularly with customers concerning data exchange and technology integration.
- Assisted with updating technical support best practices for use by team.
- Managed customers' expectations of support and technology functions to provide positive user experience.
- Prepared reports by collecting, analyzing, and summarizing information.
- Developed and maintained strong client relationships to deliver exceptional customer service and problem resolution.
- Attended regular client meetings to report project progress and address questions.
- Set up network profiles, security permissions, and file sharing systems.
- Provided administrative services, including phone and email correspondence, making copies, and handling incoming and outgoing mail and faxes.
- Re-imaged and updated laptops and computer systems for entire Headquarters

Material Management Supervisor/Customer Service Manager, 03/2011 - 12/2015

U.S. Army – City, STATE

- Improved resource allocation to promote efficiency and deadline management
- Managed material flow through plants across global markets to support lean manufacturing operations and measured cost management
- Worked closely with purchasing team, leveraging power of commodities and materials in outlining trade and distribution agreements
- Monitored safety stock levels and established order policies to balance inventory availability with minimal investment
- Maintained material control and information systems, supporting numerous manufacturing and balancing inventory surpluses with customer demand
- Generated weekly, monthly, quarterly, and yearly reports on purchasing operations
- Developed productive relationships with key account holders
- Completed monthly profit and loss performance reports
- Worked within applicable standards, policies, and regulatory guidelines to promote safe working environment
- Collaborated with team members to achieve target results of 100% accountability during wall-to-wall inventory
- Enhanced customer satisfaction ratings by resolving technical, on-site and account issues efficiently.
- Updated account information in each customer's record to keep data accurate.
- Directed team of 25 supervisors and managers to enhance across-the-board customer support and better meet company service demands.
- Answered multi-line phones and used active listening skills to assess client's issues and challenges.
- Used good communication strategies and knowledge to promote exceptional customer service and create positive environment for employees and clients.

Supply Manager/Administrative Assistant, 10/2004 - 02/2011

U.S. Army – City, STATE

- Established effective supply program by executing supply policies, plans, and procedures to resolve logistics operations accountability issues
- Managed and accounted for over \$15,000,000 of organizational and installation equipment for five organizations using automated and manual systems, which resulted in no discrepancies in all supply documents and zero loss of equipment
- Maintained Government Purchase Card (GPC) and provided quarterly semi-annual, and annual purchase reports to approving officials (AO), Agency Program Coordinator (APC), and Senior Managers for compliance-zero discrepancies.
- Assured company support requirements were prepared, edited, and submitted to Budget's office to purchase supplies and equipment.
- Conducted cyclic inventories and requisitioned stock to meet demanded inventory levels.
- Completed regular inventory counts of equipment on th property book for unit.
- Reviewed records and information documents for accuracy and completeness to reduce discrepancies of posted transactions on te organizational property book and supporting transaction files
- Reported property accountability data and completed standard requisitioning, stock, storing, records, and issuing procedures utilizing Logistics Information Systems (LIS)
- Ensured Senior Managers were notified of new or changed policies and procedures to reduce purchase requests and accountability discrepancies.
- Scheduled conference rooms, prepared agendas and maintained calendars to prepare for meetings and events.
- Managed relational database to store information for reference, reporting and analysis.
- Offered technical support and troubleshoot issues to enhance office productivity.
- Scheduled office meetings and client appointments for staff teams.
- Provided supply chain guidance to team of 15 employees

EDUCATION

Bachelor of Science: Business Administration And Management, 2019

University of Arkansas Grantham - Lenexa, KS

Associate of Arts: Business Administration, 2015

University of Arkansas Grantham - Lenexa, KS

High School Diploma: 1996

Valdosta High School - Valdosta, GA