

# Jessica Claire

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## WORK HISTORY

**EXECUTIVE ASSISTANT** 01/2020 to CURRENT

**Yodlee | Berwyn, PA**

- Created and enforced HR policies and procedures across organization.
- Explained and administered benefits including medical, dental, life insurance, disability and health savings accounts.
- Conducted employment verifications and investigations.
- Managed filing systems for electronic and hard copy documents to keep organized records.
- Liaised with HR and payroll to coordinate and manage employee leaves of absence, including FMLA and disability leaves.
- Met with staff to resolve difficult situations related to performance and conflict management.
- Acted as liaison between employees and insurance carriers to resolve problems and clarify benefits.
- Collaborated with payroll to complete and upload pay data.
- Worked with managers to support proper wage and hour compliance.
- Developed company personnel policies, standard operating procedures and employee handbooks.
- Screened and transferred incoming calls, took down messages and transmitted information and documents to internal personnel as point of contact for office.
- Entered and maintained departmental records.
- Updated computer tracking system with latest product movements.
- Checked shipments against paperwork and signed documents.
- Scheduled pickups and deliveries to maintain smooth operations.
- Communicated with vendors regarding inventory needs and negotiated prices to maintain profit margins.
- Computed and created purchase orders to monitor stock levels, verify purchase requisitions and expedite customer orders.
- Documented purchasing information in InFlow to maintain detailed and accurate records.
- Tracked inventory shipments.

**FACTORY PRODUCTION WORKER** 03/2019 to 01/2020

**Myeyedr | Lansdale, PA**

- Practiced manufacturing process and operational efficiency procedures to achieve goal of first run capability.
- Upheld quality improvement changes to minimize product defect rates.
- Overcame obstacles and variables to maintain production efficiency, meet deadlines and achieve high levels of profitability.
- Worked closely with others in team-oriented settings to maintain line productivity.
- Sprayed chopped fiberglass, resins and catalysts onto prepared molds or dies, using pneumatic spray guns with chopper attachments.
- Released air bubbles and smoothed seams using rollers.
- Examined incoming materials and compared to documentation for accuracy and quality.
- Demonstrated proper use of equipment to newly hired employees to avoid workplace injuries.
- Took on additional shifts during peak work periods to keep projects on schedule.

**OPTOMETRIC TECHNICIAN** 12/2018 to 03/2019

**Blount County Eye Center | City, STATE**

- Input patient information and exam findings into electronic medical records system to facilitate accurate record-keeping.
- Performed subsidiary testing when ordered by optometrist and thoroughly explained procedures to patients.
- Coordinated patient scheduling, monitored patient flow throughout office and properly communicated delays.
- Promoted positive and smooth patient flow throughout facility, encouraging more efficient operations and boosting patient satisfaction.
- Collaborated with optometry staff to reach individual and team goals.
- Identified issues during preliminary exam and addressed concerns with physician.
- Assessed patients for eye issues and checked visual acuity, color plates and papillary function.
- Called patients to inquire about post-operative status or recovery.
- Directed patients to exam rooms for initial evaluations and intake, including history, medication and symptom documentation, to aide physicians with carrying out efficient appointments.
- Assisted with dilating patients or using eye medications when directed by optometrist.
- Helped patients with selecting and ordering glasses or contact lenses to encourage informed decisions.
- Instructed patients on contact lens insertion and removal and lens care guidelines.

## PROFESSIONAL SUMMARY

Versatile staff coordinator offering blend of human resources and business development strengths. Extensive background collaborating in organizational start-ups, expansions and restructures while playing key role in building, allocating and motivating talented teams. Successful at helping new employees adjust to company culture and feel valued in new roles.

## SKILLS

- |                                  |                                                     |
|----------------------------------|-----------------------------------------------------|
| • Employee Relations             | • Used AMIS tracking system to track quality issues |
| • Executive support              | • Social media knowledge                            |
| • ADP Workforce Now              | • Knowledge of InFlow system                        |
| • Human resources                | • Involved in Ideas implemented program             |
| • Administrative abilities       | • Execute Quality checks                            |
| • File and records management    | • Bill Of Materials (BOM) familiarity               |
| • Knowledge of Microsoft Office  | • Lean 6 sigma bronze trained                       |
| • Pre-Employment Screening       | • Invoice processing                                |
| • Data management                | • Customer service-oriented                         |
| • 40 WPM typing speed            | • Pleasant demeanor                                 |
| • Drug free work place yearly    | • Professional patient care                         |
| • Professional phone etiquette   | • Trained on MVE system                             |
| • 5 S training                   | • Team Bonding                                      |
| • Excellent communication skills | • Knowledge of HR Compliance                        |
| • Trained in public speaking     | • Materials transportation                          |
| • Worked in team Kazan events    | • Office administration                             |
| • Employee training              | • Staff Management                                  |
| • Works well under pressure      |                                                     |

## EDUCATION

**No Degree | Associate of Applied Science**  
**Cleveland State Community College, Cleveland, TN**

**High School Diploma** 05/2009  
**Sweetwater High School, Sweetwater, TN**