

JESSICA CLAIRE

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Professional Summary

Determined [Aviation Resource Manager](#) trained in risk management, project management and computers. Expertise in strategic and tactical planning. Analytical problem solver and critical thinker.

Skills

- Critical thinking
- Secret Security Clearance
- Quick learner
- Team leader
- Complex data management
- 60 WPM typing
- Organized
- Advanced Excel spreadsheet functions
- Database management
- Accurate and detailed
- Professional and mature
- Flexible
- Dedicated team player

Work History

Aviation Resource Management, 11/2009 to 10/2013

United States Air Force – City, STATE

- Wrote office job descriptions and directives.
- Served as custodian of classified documents.
- Prepared documents for destruction.
- Operated and maintained communications equipment.
- Expert in tactical and technical guidance.
- Documented and processed classified materials.
- Tracked personnel and supplies within the company.
- Tracked and filed administrative paperwork and personnel folders.
- Aided superiors in the planning, resourcing and execution of more than 1400 mounted and dismounted operations.
- Interviewing aircrew members and parachutists to obtain related data Maintain control and accountability of flight and parachutist records, including aircrew qualification data in Aviation Resource Management System, medical recommendations for flying and parachutist duty aeronautical orders, physiological training, centrifuge training, certification of aviation on parachutist qualification, flying attachment letters, aviation service data and flying and parachutist history.
- Scheduling aircrew flying and ground training, and maintaining mission information and planning data.
- Preparing reports, coordinating aircraft schedules, coordinating aircrew training activities with maintenance, communication, armament, intelligence, personnel, and medical units.
- Preparing flight authorizations (FA) and monitoring individual flight requirements and allocated flying hours.
- Compiling, recording, and auditing data for ARMS.
- Processing aviation management reports and source documents to ensure accuracy of information, and distributing reports and lists for aircrew and parachutist resource management.
- Developing analytical information displays and documentation.
- Analyzing database to determine adequacy and accuracy of automated systems.
- These responsibilities include determining network connectivity (hardware and software), ARM logistics, aircrew currency products, flying time maximum products, and forms necessary to perform ARM functions.
- Utilized standard operating procedures, effective crew resource management, communication and procedures specified in the company operation manual.
- Prepared and filed flight plans both domestic and international, utilizing all available resources and aircraft capabilities for maximum efficiency.
- Transported luggage and cargo to various airport locations.
- Created detailed expense reports and requests for capital expenditures.
- Ordered and distributed office supplies while adhering to a fixed office budget.
- Answered and managed incoming and outgoing calls while recording accurate messages.
- Greeted numerous visitors, including VIPs, vendors and interview candidates.
- Helped distribute employee notices and mail around the office.
- Assessed urgency and priorities before accepting or declining appointments and meetings with the CEO.
- Screened all visitors and directed them to the correct employee or office.
- Obtained signatures for financial documents and internal and external invoices.
- Compiled annual recommendations for end of fiscal year budgets.
- Located, checked in and pulled medical records for appointments and incomplete patient charts.
- Oversaw daily office operations for staff of 8 employees.
- Recorded and filed employee benefit, salary and annual evaluation information.
- Entered numerical data into databases in a timely and accurate manner.
- Scanned documentation and entered into the database.
- Obtained scanned records and uploaded them into the database.
- Produced monthly reports using advanced Excel spreadsheet functions.
- Organized forms, made photocopies, filed records and prepared correspondence and reports.
- Added new material to file records and created new records.
- Reviewed and updated client correspondence files and scheduling database.
- Outlined the appropriate process and procedures necessary to fulfill and complete inquiries
- Served as first responder for all facility and equipment issues.
- Re-keyed facility locksets, including electromechanical locksets.
- Worked closely with equipment maintenance engineers and technicians.
- Submitted work orders to the manager on duty.
- Answered an average of 50-100 calls per day by addressing customer inquiries, solving problems and providing new product information.
- Greeted customers entering the store to ascertain what each customer wanted or needed.
- Described product to customers and accurately explained details and care of merchandise.
- Earned management trust by serving as key holder, responsibly opening and closing store.
- Politely assisted customers in person and via telephone
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.
- Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
- Directed calls to appropriate individuals and departments.
- Asked open-ended questions to assess customer needs.
- Learned, referenced and applied product knowledge information.

Education

Bachelor of Science: Technical Management, Current

Devry University - Chicago, IL

High School Diploma: 2009

Ouachita Parish High School - Monroe, LA

Accomplishments

Meritorious Unit Award with 2 oak leaf clusters(accomplished twice), AF Good Conduct Medal, National Defense Service Medal, Afghanistan Campaign Medal, Global War On Terrorism Expeditionary Medal, Global War on Terrorism Service Medal, Air Force Expeditionary Service Ribbon with Gold Border with 1 oak leaf cluster, AF Training Ribbon.

Certifications

Civil Engineering Facility Manager Training

Defense Connect Online Training(Defense Readiness Response System Permissions, Current Unit Status, Mission Management Office Management, Build Mission Essential Task Listings, and Mission Assessment.

Self Aid and Buddy Care

Information Assurance

Operations Security