

Jessica Claire

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Summary

Demonstrated success in operating equipment, planning missions and training personnel. Adept at promoting situational awareness in all team members. Observant, diligent and focused on continuous improvement.

Skills

- Inspection skills
- Diagnostic abilities
- Alarm monitoring
- Mechanical acumen
- Equipment coordination
- Staff management
- Emergency Response
- Information gathering
- Team training
- Inventory management
- Supervision
- Business operations
- Customer service
- Problem resolution
- Relationship development
- Planning and coordination
- Team management
- Cash drawer balancing
- Product recommendations
- Credit and cash transactions
- Cash management
- Merchandise restocking
- Scanner operations
- Customer assistance
- Loss prevention
- Early childhood knowledge
- Sanitation understanding
- Lesson plan development
- Housekeeping abilities
- Age-appropriate activities
- Organization

Experience

Aviation Boatswain's Mate Handler, 02/2016 to Current

Staples – Hamden, CT

- Installed and maintained visual landing aids to guide pilots.
- Activated appropriate arresting systems during normal and emergency landings.
- Worked alongside maintenance teams to complete repairs and restore full functionality with minimal downtime.
- Directed aircraft during launch and recovery operations to uphold strict safety standards and meet demanding timetables.
- Kept gear and equipment in good working order to effectively support takeoff and landing operations.
- Worked on deck in all weather situations and under stressful conditions to maintain personnel safety and direct aircraft movements.
- Collaborated with team of [Number] personnel to maintain smooth and efficient operations.
- Conducted on-the-ground training, evaluated results and scored trainees in performance.

Cashier, 06/2014 to 02/2016

Bluegreen Resorts – Gurnee, IL

- Assisted with purchases, locating items and signing up for rewards programs.
- Processed returned items in accordance with store policy.
- Read weekly sales inserts and monitored price changes.
- Helped customers find specific products, answered questions and offered advice.
- Properly verified customer identification for alcohol or tobacco purchases.
- Observed company return policy when processing refunds, including inspecting merchandise for wear or damage.
- Welcomed customers, offering assistance to help find necessary store items.
- Maintained high productivity by efficiently processing cash, credit, debit and voucher program payments for customers.
- Processed all sales transactions accurately and promptly to prevent long customer wait times.
- Wrapped items and bagged purchases properly to prevent merchandise breakage.
- Assisted customers with account updates, new service additions and promotional offers.
- Completed daily recovery tasks to keep areas clean and neat for maximum efficiency.
- Processed customer payments quickly and returned exact change and receipts.
- Trained new employees in cashiering procedures, offering assistance in resolving [Type] issues.
- Resolved issues with cash registers, card scanners and printers.
- Processed [Number] transactions per day with exceptional accuracy.
- Drove sales and add-on purchases by promoting specific item options to customers.
- Wiped down counters and conveyor belt to remove debris and maintain cleanliness.
- Learned roles of other departments to provide coverage and keep store operational.
- Organized and maintained both physical and digital payment documentation for accurate filing and compliant recordkeeping.
- Assisted [Job title]s with completing end-of-day counts and securing funds to prevent loss or theft.
- Trained new team members in cash register operation, stock procedures and customer service.
- Worked closely with front-end staff to assist customers.
- Received payments for [Product or Service] and issued receipts.
- Monitored sales events to protect products, added new merchandise and rang up purchases.

Nursery Attendant, 01/2011 to 02/2016

Universal Health Services – Summerville, SC

- Informed guardians of nursery guidelines, requirements and policies.
- Kept children safe and maintained order for the benefit of all involved.
- Met incoming parents and greeted children kindly and openly.
- Organized, cleaned and disinfected all areas of nursery.
- Read stories to children, facilitated discussions and tied books into learning opportunities.
- Cleaned up spills promptly and conducted thorough sanitizing every [Timeframe] to control infections.
- Improved group and individual behavior with positive management strategies.
- Enforced rules to teach manners and maintain safe environment.
- Communicated with parents or guardians about daily activities, behaviors and upcoming events.
- Kept children safe and secure at all times.
- Provided nurturing and appropriate environment for children ranging in age from six weeks to age five.
- Maintained organized and clean classroom and work areas.
- Assisted children in development of social, communication and problem-solving skills.
- Discussed new developments, misbehavior and concerns with parents or guardians.
- Organized and planned age-appropriate lessons involving reading, crafts, music and movement.
- Incorporated music and art activities to encourage creativity and expression.
- Helped prepare meals, snacks and refreshments for children, accounting for individual dietary needs and restrictions.
- Used techniques such as positive reinforcement and behavior modeling to instill discipline in children.
- Cleaned toys, play equipment, dishes and other surfaces to keep facility sanitary.
- Encouraged positive behaviors, including patience with teachers and fellow kids.
- Engaged groups of culturally diverse children in creative, safe and focused setting.
- Promoted physical, emotional, intellectual and social development through well-planned classroom lessons, games and outside activities.

Lifeguard, 04/2012 to 08/2014

YMCA – City, STATE

- Contacted emergency personnel and provided aid while waiting for further assistance.
- Consistently complied with pool regulations and policies while encouraging staff to adhere to guidelines.
- Kept equipment in good working order with frequent inspections and minor repairs.
- Led swimmer instructional lessons with participants of varying ages to share optimal swim techniques and build strength.
- Updated logs detailing weather conditions, treatments provided and incident information to keep management informed of activities.
- Maintained neat and clean pool area and clean water at all times.
- Optimized customer service by resolving issues quickly and with courteous demeanor.
- Partnered with fellow team members on new customer service program to promote seamless transitions.
- Performed basic life support, including CPR to stabilize individuals prior to ambulance arrival.

Education and Training

High School Diploma: 06/2015

John H. Reagan Early College High School - Austin, TX