

Jessica Claire

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SUMMARY

Qualified Technician with many years of industry experience. Demonstrated success in streamlining processes and boosting efficiency by leveraging strong design and problem-solving abilities. Detail-oriented and conscientious about addressing aspects of development and production to create reliable products.

Skilled Boatswain's Mate with extensive and dedicated service in US Navy. Brings expert knowledge of marine operations, maintenance requirements and cargo handling. Accomplished in maintaining team and vessel safety and expertly responding to emergencies.

Caring nurse assistant brings top-notch patient care and assessment abilities. Expertly approaches situations with knowledge, training and eye for critical details with potential to impact patient outcomes. Proven expertise in handling common occurrences and emergency situations. Certified in CPR.

Organized and motivated employee eager to apply time management and organizational skills in various environments. Seeking entry-level opportunities to expand skills while facilitating company growth.

High-energy healthcare professional quick to evaluate and act on information. Well-trained in patient satisfaction and experienced in range of potential conditions, treatment protocols and long-term care management. Knowledgeable about latest approaches and works well with team members.

SKILLS

- Materials Specifications
- Quality Assurance
- Structural Load Calculations
- Recordkeeping
- Technical Documentation and Reporting
- Machine Room Set-Up
- Works Well Under Pressure
- Problem Identification and Analysis
- Customer Service
- Parts Repairs
- Presentation Skills
- Teamwork and Collaboration
- Strong Work Ethic
- Work Scheduling
- Analytical Thinking
- Flexible Schedule
- Cost-Effective Solutions
- Creative Thinking
- Verbal and Written Communication
- Problem-Solving
- Equipment Maintenance
- Site Inspections
- Peer Mentoring
- Performance Analysis

EXPERIENCE

01/2019 to 06/2022 **Aviation Boatswain's Mate, Equipment**

Hudson's Bay Company – Ellenton, FL

- Responded to onboard operational and medical emergencies with calm, level-headed approach.
- Prepared for underway operations by repairing, maintaining and stowing equipment.
- Trained and supervised personnel handling shipboard maintenance functions.
- Contributed to boat operations by standing watch in lookout, helmsman and boatswain's mate positions.
- Managed cargo loading and unloading to meet schedules and keep vessels balanced.
- Checked for oil spills and other pollutants around ports, harbors and beaches.
- Directed and coordinated crew members while loading or unloading cargo, steering vessels, operating engines and maintaining or repairing ship equipment.
- Purchased, organized and maintained supplies and equipment for efficient operations.
- Organized specification set-up and drawing coordination, research and use of best practice documents.
- Produced and maintained accurate design documentation.
- Organized, analyzed and prepared technical data reports.
- Verified proper loading of cargo holds to align with ship capacity and weight distribution requirements.
- Inspected equipment and completed basic repairs to maintain safety and efficiency of each trip.
- Maintained thorough and accurate incident reports, service logs and inventory maintenance documentation.

09/2021 to 05/2022 **Hospital Corpsman Assistant**

US Navy – City, STATE

- Motivated and facilitated patients' adjustment to assistive devices by administering manual exercise and performing equipment demonstrations.
- Actively oversaw patient and resident care activities, medical records and execution of physician orders.
- Directed patients in prescribed range of motion exercises and proper usage of braces or artificial limbs.
- Routinely performed diagnostic and prognostic exams to evaluate muscle, nerve, joint and functional abilities.
- Counseled and made recommendations to patients, caregivers and families about communicative strategies and devices.
- Recognized by management for providing exceptional customer service.
- Performed site evaluations, customer surveys and team audits.
- Kept team on track by assigning and supervising activities and giving constructive feedback.
- Worked successfully with diverse group of coworkers to accomplish goals and address issues related to our products and services.
- Exceeded customer satisfaction by finding creative solutions to problems.
- Provided IT and software trouble-shooting support to organization.

03/2016 to 12/2018 **Jewelry Sales Associate**

Linda Vista Jewelry – City, STATE

- Engaged positively with each customer, providing professional and polite support for sales and service needs.
- Processed payments and maintained accurate drawers to meet financial targets.
- Maintained current store, product and promotional knowledge to drive consistent sales.
- Worked with off-site locations to find desired items for customers.
- Increased sales by 35% through effectively helping customers choose products to represent specific needs.
- Cleaned jewelry cases daily with glass cleaner and dusters to keep displays pristine.
- Used bilingual skills to assist other sales associates in closing sales with Spanish -speaking customers.
- Honed conflict resolution skills as result of diffusing tense situations with unhappy customers.
- Enthusiastically worked with entire sales staff to give great service to every customer, cutting wait times at register by 30 minutes.
- Trained and coached newly hired associates on store return policies and customer service techniques.
- Managed and processed customer payments made by credit and debit cards as well as cash and provided correct change if applicable.
- Restocked merchandise from inventory during downtime when items upfront became low.
- Kept calm and applied strong problem-solving and interpersonal skills to resolve conflicts.
- Counted cash, made change and stored coupons to keep organized and balanced cash register drawer.
- Followed store opening and closing procedures as per company guidelines.
- Welcomed customers, offered to help locate items and suggested merchandise without being intrusive or pushy.
- Calculated pricing, applied discounts and collected payments to process transactions.
- Asked open-ended questions to ascertain what type of item customer desired, price range limits and recipient of item.
- Arranged merchandise for display to highlight new styles, attract customers and enhance sales.
- Processed merchandise returns and exchanges for customers to refund payments, trade items and offer store credit.
- Provided information to customers on upcoming promotions, activities and events.
- Provided excellent service to customers through active engagement, direct eye contact and listening skills.

EDUCATION AND TRAINING

05/2018

High School Diploma

Norcross High School - Norcross, GA