

JESSICA CLAIRE

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SUMMARY

Experienced Prosci Change Management Practitioner with measurable ROI. Communication scholar and consultant with extensive experience conducting research beginning with design creation all the way through data analysis; experience in both quantitative and qualitative data collection and analysis; health care program management; program logistics planning and execution; experience fiscal tracking for institutional review; communication messaging and design expert; demonstrated expertise in professional curriculum development; public speaking consultant.

EXPERIENCE

04/2018 to Current **Organizational Change Management Consultant**

Captech Richmond – Denver, CO

Prosci Certified Change Management Practitioner and Communication Consultant

- Responsible for all change management and communication initiatives within Human Capital, to include the Office of Learning, the Office of Health Promotion, Diversity and Inclusion, MUHA Human Resources, Rewards & Recognition, and the Office of Change Management.
- Served as Project Manager for a four hospital acquisition for all six Human Capital divisions during a 90-day closing period; overseeing each division's 90-day plan, transitioning all six divisions through contract negotiation, onboarding and benefits training of 2700 new employees, among other tasks.
- Rebranded Human Capital by establishing a website, social media presence, and newsletter
- Developed curriculum for Conflict Resolution training for 400 leaders at the enterprise and trained staff
- Consultant on change management programs for dozens of enterprise-wide initiatives, ranging from IT, HR, APPs, nursing, administration, and acquisition initiatives.
- Created an employee engagement initiative to determine employee readiness and willingness to adopt enterprise-wide change and to bridge the mental models gap to achieve organizational expectations.
- Research and analytical lead for an enterprise wide employee engagement studies to include a career development study, Rewards & Recognition program restructuring study, etc.
- Strategist and communication collaborator on the Imagine U campaign with an enterprise buy-in of 87% of the organization's employees
- Communication and Change Management Lead for MUSC-Health Workplace Violence Initiative.
- Manages all internal communication for Human Capital--Chief Learning Office, Diversity & Inclusion, Rewards & Recognition, Human Resources, The Office of Health Promotions, and The Office of Change Management, including the formation of an HR newsletter with 100% monthly readership.
- Coordinates with clinicians on restructuring, re-branding, and executing various Provider Wellness Initiatives.

07/2015 to 11/2017 **Adjunct Professor**

Marquette University – Milwaukee, WI

- Develop and revise curriculum based off student, course, and program assessment data
- Train students in the areas of Ethics of Health Communication, Public Speaking, Conflict, Communication Theory, Gender & Media, and Communication Research Methods.
- Teach and advise over 100 students each semester, receiving superior evaluation marks for content delivery and course organization.

12/2014 to 07/2017 **International Study-Abroad Program Co-Director**

Hampton University – Hampton, VA

- Created and managed a \$70,000 travel budget developed to support month-long study abroad learning opportunities in Africa and Europe.
- Instructed students in a course on Ethics of Global Health.
- Volunteered with the Salvation Army in Athens, Greece to provide aid to Syrian Refugees.
- Coordinated and volunteered with a women's cooperative in the Berber Mountains in Morocco, Africa.
- Volunteered at a Home for physically and mentally disabled adults and youth in Budapest, Hungary.
- Constructed expense estimates for travel, lodging, and education then developed expense reports for Institutional auditing post-trip.

08/2012 to 06/2015 **Doctoral Student & Graduate Teaching Assistant**

Central California Alliance For Health – Scotts Valley, CA

- Completed all course work for a Doctor of Philosophy in Health and Interpersonal Communication; dissertation pending.
- Worked with the University and the State of Ohio Rural Recidivism Program to analyze the state's recidivism reduction efforts then identified unmet monetary, training, and relational needs of formerly incarcerated individuals to improve campaign effectiveness.
- Trained in both qualitative and quantitative research methods including everything from in-depth interviews to online surveys.
- Trained students in the areas of Public Speaking, Conflict Resolution, Interviewing, and Interpersonal Communication.
- International travel experience via study abroad in the United Kingdom and France

01/2011 to 05/2012 **Adjunct Instructor**

The College Of Charleston

- Develop curriculum based off of assessments of student needs and career interests.
- Training students in the areas Public Speaking and Interpersonal Communication.

05/2005 to 08/2008 **Member Services Director**

National Criminal Enforcement Association – City, STATE

- Coordinated internal and external Public Relations efforts for this non-profit Law Enforcement Training and consulting organization.
- Worked with the organization's COO and CEO to plan yearly national conferences and quarterly regional conferences attended by hundreds of Law Enforcement officers from the United States and Canada, working closely with vendors to secure locations, negotiate contracts, and deliver training across the United States.

EDUCATION

2019 **Ph.D.: Communication**

Ohio University - Athens, OH

Health Communication, Interpersonal Communication; dissertation pending.

Master of Arts: Organizational Communication

The University of Charleston - Charleston, SC

2008 **Bachelor of Arts: Communication**

College of Charleston - Charleston, SC

Major: Communication with a certificate in Public Relations; Minor: English. Magna Cum Laude Graduate.

AFFILIATIONS

- Member of the South Carolina Hospital Workplace Violence Initiative, *Hospital Safe Zones*
- Prosci Certified Change Management Practitioner