

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Veteran [Job Title] with top-level skills in [Skill] and [Skill]. Likeable personality and customer-focused background coupled with expertise in [Area of expertise]. Ready to tackle new challenges and build success with exciting organization. Ambitious Managing Director with excellent [Skill] and [Skill] skills. Highly effective at promoting positive relationships and building capable teams. Track record of improving overall operations, reducing overhead and increasing corporate value. [Job Title] with over [Number] years of successful experience in [Skill] and [Skill]. Recognized consistently for performance excellence and contributions to success in [Industry] industry. Strengths in [Skill] and [Skill] backed by training in [Area of study]. Enthusiastic [Job Title] eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of [Task] and [Task] and training in [Skill]. Motivated to learn, grow and excel in [Industry].

SKILLS

- Performance assessment
- Policy Development and Enforcement
- Training Management
- Administrative Management
- Goal Setting
- Decision Making
- Business Leadership
- Team Leadership
- Originality and Creativity
- Intelligence
- Initiative and Energy
- Integrity

WORK HISTORY

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| 04/2019 to Current | Senior Military Science Instructor Lonza, Inc. – Greenwood, SC <ul style="list-style-type: none">• Incorporated instructional technologies in course delivery for both in-class and online instruction.• Created positive and safe learning environment for students by setting and enforcing classroom code of conduct.• Impartially evaluated papers, projects and homework assignments of students, delegating grading to teaching assistants when appropriate.• Met with students to dispense study and career advice and provide guidance and potential opportunities within chosen field.• Created excitement and enthusiasm in classroom by delivering engaging subject matter.• Built strong rapport with students through class discussions and academic advisement.• Led and prepared lectures for [Area of study] classes. |
| 08/2016 to 04/2019 | Director of Operations Amazon.Com, Inc. – Pflugerville, TX <ul style="list-style-type: none">• Defined, implemented and revised operational policies and guidelines.• Oversaw day-to-day production activities in accordance with business objectives.• Assessed performance management structures and implemented enhancements to improve frameworks and strengthen results.• Managed procurement, inventory and warehouse operations.• Worked collaboratively with functional leaders to implement new procedures and corrective actions to improve quality.• Achieved team goals through formalized training plans, coaching and performance management.• Upheld great standards of leadership for employees, consistently leading by example for best-in-class [Type] work.• Supported top-level decision-making and strategy planning, forging productive relationships with top leaders and serving as key advocate for various personnel issues.• Managed daily operations of [Type] organization, orchestrating forward-thinking strategies to accomplish profit and expansion goals.• Tracked employee attendance and punctuality, addressing repeat problems quickly to prevent long-term habits.• Cultivated and strengthened lasting client relationships using [Skill] and [Skill].• Trained and guided team members to maintain high productivity and performance metrics.• Delivered leadership to executive team dedicated to driving ambitious targets with well-orchestrated plans. |
| 01/2014 to 08/2016 | Program Facilitator Amazon.Com, Inc. – Tracy, CA <ul style="list-style-type: none">• Facilitated dialogue between participants, family and program workers to provide best possible program and individualized program.• Collected data on program effectiveness through surveying, data analysis and other methods and implemented solutions for improvement.• Gathered and organized printed materials required for program participation.• Organized and managed program development from conception through successful execution.• Provided leadership for [Number] program workers and [Number] attendees, guiding day-to-day activities and facilitating [Type] environment.• Supervised [Number] of professional and administrative personnel.• Pitched and built new programming strategies and one-off feature shows to boost audience interests and diversify offerings.• Provided ongoing direction and leadership for program operations. |
| 01/2011 to 01/2014 | Senior Operations Manager US Army – City, STATE <ul style="list-style-type: none">• Procured contracting arrangements with sub-contractors and service providers.• Promoted use of multichannel communication strategies, automated chat and social messaging.• Allocated resources to planned programs according to business objectives.• Oversaw workforce management planning, volume predictions and capacity planning.• Provided leadership for continual management and employee training initiatives.• Prepared documents for internal and external audits.• Strategically managed resources, milestones and budgets, saving \$[Amount] in expenses per [Timeframe].• Reduced operational risks while organizing data to forecast performance trends.• Recruited, hired and trained initial personnel, working to establish key internal functions and outline scope of positions for new organization.• Managed [Number] team members across [Number] departments, resulting in approximate \$[Number] increase in annual revenue.• Observed each employee's individual strengths and initiated mentoring program to improve areas of weakness.• Eased team transitions and new employee orientation through effective training and development.• Directed management meetings to enhance collaboration and maintain culture based on trust and group problem-solving.• Tracked employee attendance and punctuality, addressing repeat problems quickly to prevent long-term habits. |

EDUCATION

2021 **Master of Arts: Organizational Leadership**
 Western Kentucky University - Bowling Green, KY

2020 **Bachelor of Science: Organizational Leadership**
 Western Kentucky University - Bowling Green, KY

ACCOMPLISHMENTS

Recipient of the prestigious Sergeant Audie Murphy Award for Leadership.

Graduate of the Master Educator Course.

Graduate of the Faculty Development Course