

JESSICA CLAIRE

Montgomery Street, San Francisco, CA 94105

(555) 432-1000 - resumesample@example.com

PROFESSIONAL SUMMARY

Capable Program Analyst with proven history of enhancing the Department of Veteran Affairs operations. Well-coordinated in addressing problems, investigating root causes and implementing successful resolutions. Pursuing new professional opportunities with room for advancement. Strong leadership and team building skills, proven supervisory skills, and decision making. Effectively negotiate, explain and communicate with internal and external stakeholders. Background includes software development, QA testing, Business Analyst for product deployment, planning, testing and manage releases. Knowledgeable about documentation, schematics and production requirements.

SKILLS

- Proficient in Microsoft Windows Office Suite Word, Excel, PowerPoint and Adobe Creative Suite
- Data Analysis expertise
- Meeting Facilitation and Planning Meetings
- Customer Service-Oriented and Personable
- Problem Solving and Organizational Skills
- Stakeholder Relationship Management
- Project Management, Project Oversight, Project Planning and Development
- Team Building, Leadership and Supervision
- Excellent Written and Verbal Communication Skills
- Feasibility Studies and Monitoring Progress
- Change Management and Business Analysis
- Risk Assessment and Manage Risk
- Recommendations For Change and Continuous Improvement
- Resolving Issues and Application Deployment
- Software Installation, Software Testing

WORK HISTORY

11/2015 to Current

Management and Program Analyst

Department Of Labor – Escondido, CA

- Headed 3 large scale project teams specializing in distribute over 39 million dollars in scholarships and student loan repayments.
- Developed long-term business strategy by using customer feedback to identify necessary process improvements
- Established planning objectives for projects by identifying key issues, approaches and performance metrics
- Conduct special analysis, recommend solutions, and develop action plans
- Coordinate, conduct, and facilitate internal and external stakeholder meetings
- Create and design work processes and systems for stakeholders and customers in timely manner
- Educated key personnel in appropriate production methods to achieve expectations and meet quality control standards
- Lead special and confidential assignments to support senior management, project manager for National HR initiatives
- Plan, coordinate, and execute business functions, allocate resources, and manage production
- Resolve highly complex programmatic and problematic issues in timely manner
- Communicate technical information in person and in writing to diverse audiences at functional and cross-functional levels
- Plan, coordinate and monitor projects and assignments with competing demands and deadlines
- Successfully collaborated with engineers to verify design changes
- Increased efficiency and team performance by implementing actionable process improvements
- Led team of 4 in administering IT infrastructure
- Aligned with staff members to develop, identify and achieve assigned goals and initiatives
- Kept project on schedule and within budget while serving as project leader
- Increased customer satisfaction through adherence to all quality standards and customer requirements
- Oversaw large portfolio of projects to support teams, report progress and influence positive outcomes for key stakeholders
- Achieved project deadlines by coordinating with contractors to manage performance
- Maintained schedules to ensure that key milestones were being met at every phase
- Managed product development lifecycle from conception to release.
- Supervised design staff through product creation and release.
- Reviewed finished product to determine quality and readiness for release.
- Extensive Knowledge of deployment automation and release management
- Experience in managing Development Operations (DevOps) teams.

01/2014 to 09/2015

Program Analyst

Alutiiq Llc – Camp Springs, MD

- Supported Veterans Benefits Administration technology solutions to include; change management, application testing, data integrity management, end-user support and drafting business requirements
- Created and recommended changes that improved workload and work methods for VA employees
- Performed budget analysis and monitored project funding
- Managed database integrity and offered technical support regarding applications and system issues
- Supervised workload and performance management of departmental staff through training assessments and face to face meetings
- Collaborated with Senior Executives and Leaders to discuss creation of business requirements to enhance workflow
- Improved resource allocation to promote efficiency and deadline management
- Fostered client retention by providing efficient service
- Oversaw large portfolio of projects to support teams, report progress and influence positive outcomes for key stakeholders
- Worked with senior leadership to ensure complex projects were completed on time and under-budget
- Achieved project deadlines by coordinating with contractors to manage performance
- Defined clear targets and objectives and communicated to other team members
- Took active role in company growth by consistently providing quality customer service to promote growth and retention
- Increased efficiency and team performance by implementing actionable process improvements
- Increased customer satisfaction through adherence to all quality standards and customer requirements by 30%
- Established planning objectives for projects by identifying key issues, approaches and performance metrics
- Aligned with staff members to develop, identify and achieve assigned goals and initiatives

07/2007 to 01/2014

Certified Veteran Service Representative

Cb Richard Ellis – Yonkers, NY

- Managed claims inventory and associated databases, reconciled files, reviewed claims to determine appropriate action, conducted face to face and telephone interviews with veterans and various agencies regarding disability benefits
- Responded to White House and Congressional inquiries from members, staff, and clients via email, mail, and fax. Interacted with veterans and dependents to expedite financial hardship cases and claims
- Provided customer service to veterans and dependents, resolved complaints in timely manner
- Managed high level of case loads, serving more than 300 veterans monthly
- Point of contact for new hire and interview candidate site tours
- Provided primary customer support to internal and external customers in fast-paced environment
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns
- Fielded customer questions regarding available VA benefits
- Trained and mentored new personnel hired to fulfill various roles
- Provided constant training to staff on newly developed training programs, including online modules, interactive software used in classrooms, new language labs and computer systems
- Designed and facilitated training courses, aligning new learning development and solutions to organization's strategic goals, mission and vision
- Traveled to client locations to conduct training classes
- Conducted orientation sessions to assess skill levels and areas of strength and weakness
- Developed training aids, including training handbooks, demonstration models, multimedia visual aids, computer tutorials and reference materials

11/2005 to 01/2006

Customer Service Representative

Tiffany & Co – City, STATE

- Fielded customer questions regarding available merchandise, sales, current prices and upcoming company changes
- Collected customer feedback and made process changes to exceed customer satisfaction goals
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns
- Educated customers on promotions to enhance sales
- Provided primary customer support to internal and external customers in fast-paced environment
- Communicated with vendors regarding back order availability, future inventory and special orders
- Offered advice and assistance to customers, paying attention to special needs or wants
- Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions
- Accepted customer merchandise for repair, valuation, special order, engraving, embossing or etching
- Demonstrated thorough working knowledge of Tiffany & Co.'s policies and procedures, product and service offerings and how various departments work and interact
- Maintained professional approach during all face to face interaction with all customers, performing necessary customer follow-up in timely manner
- Assisted with opening and closing of department assuring accuracy with Point of Sale terminals
- Met and maintained established "productivity" goal of assisting 20-25 customers per day while ensuring all security standards are maintained
- Provided support and assistance to management and all co-workers with special assignments

EDUCATION

12/2018

Master of Science: Human Services (Clinical Mental Health Counseling)

Wake Forest University - Winston-Salem, NC

12/2011

Master of Arts: Pastoral Counseling

Liberty University - Lynchburg, VA

07/2004

Bachelor of Arts: Fine Arts

University of West Georgia - Carrollton, GA