

JESSICA CLAIRE

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SKILLS

- Business Management Principles
- Manage Budgets
- Teaching
- Teamwork
- Healthcare Administration
- Patient Care and Education
- Scheduling
- Quality Management
- Team meetings
- Onboarding and coaching
- Staff Supervision
- Clinical safety
- Effective communication
- Medical device knowledge
- Employee issue resolution
- Direct patient care
- Inventory Management
- Team Leadership
- Clinical instruction
- HIPAA
- Clinical Quality Improvement

EDUCATION

Northeastern University
Boston, MA • 11/2008

Bachelor of Science: Biology

Southern New Hampshire University
Manchester, NH • 11/2021

MBA

- Enrolled full-time January, 2020.
- Semester Ends: 29-Mar, 2020.
- Current GPA: 4.0
- Courses: Economics for Business (MBA-502) & Human Behavior in Organizations (OL-500).

CERTIFICATIONS

Certification for Neurophysiological Intraoperative Monitoring (CNIM).
February 2011 to December 2021

American Board of Registration of Electroneurodiagnostic and Evoked Potential Technologists (ABRET).
Registry Number 2139

PROFESSIONAL SUMMARY

Artist, Biologist, and experienced Clinical Manager & Surgical Neurophysiologist. After spending 11 years in the healthcare industry my passion for coaching and mentoring others has led me back to school to enhance my real world experience with a formal education by obtaining my MBA at Southern New Hampshire University.

LINKS

- <https://www.instagram.com/jdbouchart/>
- <https://www.capsulesbookportfolio.com/Jessica-david-Claire-1?rq=Jessica%20david>
- <http://bostonvoyager.com/interview/meet-Jessica-david-Claire-jdbouchart/>

WORK HISTORY

Bluecross And Blueshield Of Massachusetts - Worcester Arts Council
Quincy, MA • 01/2020 - Current

- The Worcester Arts Council is a municipal body consisting of nine members appointed by the City Manager. The Council is charged with promoting the cultural affairs of the City of Worcester and allocating funds received by the Council for cultural projects and programs.
- The mission of the Worcester Arts Council is to promote excellence, access, education and diversity in the arts, humanities and interpretative sciences to improve the quality of life for Worcester residents and contribute to the economic vitality of our City.
- Term 1/21/2020-12/31/2023.

Specialtycare - Clinical Manager
Panama City, FL • 05/2013 - 01/2020

- The Clinical Manager is responsible for overseeing the Surgical Neurophysiologists in their corresponding region; managing direct customer relationships with the hospital staff and surgeons that they conduct business within their region and assisting in developing new business opportunities among the hospitals and surgeons that are within the region's geographic area.
- Under the supervision of the VP Clinical Services, the Clinical Manager performs the daily activities; technical, administrative and business, of the assigned regional area. This includes performing timely, complete and accurate work assignment schedules, staffing reports, and assisting with coverage for other regions as determined by the VP Clinical Services. As necessary, the Clinical Manager is responsible for performing services for intra-operative monitoring (IOM).
- Facilitate a positive, collaborative relationship with all customers, hospital surgeons, hospital administration and operating room staff to promote open lines of communication, address problematic issues and ensure quality patient care is provided.
- Conduct meetings with regional client hospital administrative staff to ensure compliance with hospital protocols and maintain positive channels of communication.
- Ensure that hospital administrative and operating room protocols are adhered to and applied by the Company's Surgical Neurophysiologists (SNP).
- Address complaints from hospital staff about non-compliance and applies corrective action when necessary.
- Ensure region staff adherence to company policy, procedures and guidelines.
- In conjunction with Human Resources, executes recruitment and interviewing of prospective SNPs.
- Engage in ongoing communication with VP Clinical Services staff about potential client relationships; facilitate a liaison role with VP Clinical Services in orchestrating meetings with potential hospital clients.
- Ensure adequate and ongoing training of staff within the region's area.
- Provide mentoring to new SNPs to assure understanding of administrative and clinical functions, competency in ability to perform technical responsibilities and demonstrating use of equipment.
- Establish staff scheduling, case assignments; including on-call schedules.
- Monitor budget compliance and develop action plans as necessary.
- Participate in programs to enhance employee satisfaction.
- Actively participate in Clinical management meetings/calls as well as participate in assigned committees/projects.

Akzo Nobel N.V. - Surgical Neurophysiologist
Warsaw, IN • 11/2008 - 01/2020

- Certified by the American Board of Registration of Electromagnetically and Evoked Potential Technologists as a Neurophysiologic Intraoperative Monitor in February of 2011, Registry Number 2139.
- Monitor the patients nervous system during surgery for early signs of evolving neurological injury. This is done in real-time and the work pace is fast. An early warning to the surgeon may prevent permanent neurologic disability.

Partners HealthCare - Brigham & Women's Hospital - Laboratory Technician
City, STATE • 01/2006 - 11/2008

- Two six-month full-time co-ops, and nineteen months per-diem while working on my Bachelors degree.
- Follow study specific protocol and standard operating procedure while assisting primary investigators and project leads in the collection of study data.
- Follow International 10/20 System in the application of facial and scalp electrodes for EEG recordings utilized in the studies.