

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Highly motivated Sales Associate with extensive customer service and sales experience. Outgoing sales professional with track record of driving increased sales, improving buying experience and elevating company profile with target market.

SKILLS

- Guest services
- Inventory control procedures
- Merchandising expertise
- Loss prevention
- Cash register operations
- Product promotions

WORK HISTORY

- 11/2011 to Current **Professional Education Program Manager**
Consumers Energy – Multiple Locations, MI
Launched in May 2012, the Humanitarian Academy at Harvard is dedicated to educating and training current and future generations of humanitarian leaders in the areas of human rights, disaster response, humanitarian service delivery, crisis leadership, and ethical and other dimensions of humanitarian studies.
 - Manage calendar of training programs taking lead responsibility for site selection, budget preparation and financial analysis, participant sales and support, SME recruitment and overall event logistics.
 - Create new public training programs by collaborating with faculty, SMEs and program partners.
 - Provide instructional design guidance and coordinate development of blended-learning offerings leveraging the Canvas LMS environment.
 - Produce course content and instructional materials for classroom, online and field based simulation exercises.
 - Develop relationships with potential training clients, partner organizations and SMEs by attending industry conferences, network meeti.
- 11/2011 **Simulation Training Consultant**
Care Solace – Cardiff, CA
 - The Humanitarian Training Initiative advances humanitarian research, practice and programming in order to improve core competencies in emergency response and the lives of people most affected by war and disaster around the world.
 - Develop and manage disaster response training simulations for select client organizations.
 - Produce and deliver simulation based field training at the Public Health Pre-Deployment course for the World Health Organization in Tunis, Tunisia.
 - Role-play and facilitate emergency response training modules during simulation training programs.
 - Analyze program success by developing and reporting on participant learning evaluations.
- 08/2006 to 11/2011 **Project Coordinator**
Calibre Global – Perth, WA
 - Partners HealthCare, located in Boston, an integrated health system, is one of the nation's leading biomedical research organizations and a principal teaching affiliate of Harvard Medical School.
 - Managed Harvard Humanitarian Initiative's, Humanitarian Studies Initiative training programs (.5 FTE) The success of the Humanitarian Studies Initiative programs had significant influence in the creation of the Humanitarian Academy at Harvard.
 - Jessica Claire Page 2 Oversaw ongoing and ad-hoc projects for the Division of International Health and Humanitarian Programs at the Department of Emergency Medicine, Brigham & Women's Hospital.
 - Provided support to international humanitarian relief operations including the 2010 Haiti earthquake by coordinating hospital wide medical response.
 - Coordinated training programs including the International Emergency Department Leadership Institute and other Harvard affiliated workshops.
 - Executed various projects for Harvard affiliated physicians and d.
- 2005 to 2006 **Marketing Events Coordinator**
COURION CORPORATION – City, STATE
 - Managed company's participation in a full calendar of trade shows and other regional events to generate leads for sales teams and support corporate marketing programs.
 - Traveled as needed to support regional sales teams and research appropriate event venues.
- 2002 to 2005 **Operations Manager**
LINKAGE, INC – City, STATE
 - Coordinated all event logistics for speakers, sponsors, attendees and staff to ensure success of multiple national conferences.
 - Developed registration procedures to ensure exceptional customer service and streamline event income reporting.
 - Managed sponsoring organization relationships to ensure success of sponsorship sales programs.

EDUCATION

- January 2014 **M.S**
Suffolk University - Boston, MA
- May 2000 **B.F.A**
Massachusetts College of Art & Design - Boston, MA
- December 2012 **Joint Humanitarian Operations Course**
USAID/US Army - Fort Bragg, NC
- 2009 **Management of Projects in Emergencies, RedR, London, UK July 2010 Management of People in Emergencies, RedR, London, UK July 2010 Management Training Certificate Program**
Adobe Dreamweaver & InDesign, Future Media Conce - Boston Cambridge, MA
- 2002 **Financial Accounting I & II**
New England College of Finance - Boston, MA