

# JESSICA CLAIRE

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## Summary

Organized Consultant lends excellent communications skills to assessment and deployment initiatives. Dedicated team player with knack for juggling intricate technological, regulatory and needs-based roadblocks. Hands-on in assessments and focused on spearheading key analyses with progressive understanding.

## Skills

- Change Management
- Content Management System
- Resource Evaluation
- Work Planning and Prioritization
- Client Engagement
- Process Optimization
- Client Requirements Assessment
- Reports and Documentation
- Goal Setting
- Subject Matter Expert
- Forecasting and Reporting
- Problem-Solving
- Timeline Development
- Performance Assessments

## Experience

**Consultant**, 06/2008 to Current

Avalara Inc. – NC, State

- Oversaw and supervised onsite consultant teams and liaised between team and business executives.
- Placed orders for customer purchases and personal inventory to maintain consistent stock.
- Kept customer information confidential and handled details accurately.
- Organized and maintained filing and document management systems by coordinating, archiving and purging files.
- Developed administrative processes to achieve organizational objectives and improve office efficiency.
- Handled management of communication to executives by taking and making telephone calls, reviewing and prioritizing mail and composing and typing correspondence.
- Maintained inventory in supply closet to prevent shortages.
- Directed customer communication to appropriate department personnel.
- Prepared packages for shipment by generating packing slips and setting up courier deliveries.
- Verified operation of office equipment by completing preventive maintenance requirements and calling for repairs.
- Controlled building access by supplying key cards to employees and visitors.
- Answered and logged incoming inquiries via phone, fax and email.
- Greeted individuals, gathered medical and legal histories and obtained emergency contact information.
- Determined whether clients should be counseled or referred to other specialists
- Managed incoming telephone calls, took messages and directed callers to personnel.

**Admin Assistant II**, 05/2007 to 06/2014

Avis Budget Group – Chattanooga, TN

- Organized and maintained filing and document management systems by coordinating, archiving and purging files.
- Developed administrative processes to achieve organizational objectives and improve office efficiency.
- Handled management of communication to executives by taking and making telephone calls, reviewing and prioritizing mail and composing and typing correspondence.
- Updated details in company database by keying in customer contacts and delivery dates.
- Maintained inventory in supply closet to prevent shortages.
- Coordinated project materials by managing physical and digital files, monitoring spreadsheets and updating reports.
- Directed customer communication to appropriate department personnel.
- Tracked and submitted employee timesheets to accounting department for payroll processing.
- Prepared packages for shipment by generating packing slips and setting up courier deliveries.
- Reviewed and suggested improvements for interoffice correspondence, reports and presentations.
- Liaised with senior and executive administrative assistants to handle requests and queries from senior managers.
- Collected, calculated and reported on expenditure and statistical data to inform senior management.
- Verified operation of office equipment by completing preventive maintenance requirements and calling for repairs.
- Verified data when processing incoming and outgoing checks and wire transfers to increase accuracy.
- Controlled building access by supplying key cards to employees and visitors.
- Conducted and initialized background checks for potential employees.

**Senior Commercial Collections**, 09/1997 to 06/2014

Pitney Bowes/Imagistics/OCE, NA – City, STATE

- Accepted and processed customer payments and applied toward account balances.
- Investigated billing discrepancies and implemented effective solutions to resolve concerns and prevent future problems.
- Worked closely with delinquent account holders to collect and reconcile accounts through approved channels.
- Interfaced with customers to bring accounts current with suitable repayment plans.<sup>90</sup>
- Routinely contacted account holders with balances over 90 days past due to resolve delinquencies.

• Oversaw disputes resolution and reconciliation for > 100 client accounts including banks, US States, example State of California, \$250k per quarter.

• Interfaced with customers to bring accounts current with suitable repayment plans.

• Received sales contracts from salesmen, processed and forwarded to national Head office for completion of fax and copier orders.

## Education and Training

**High School Diploma**: 05/1969

Bishop Conaty Memorial - Los Angeles, CA

Bacteriology

University of California - Los Angeles - West Los Angeles, CA

## Accomplishments

- Consistently maintained high customer satisfaction ratings.

- Recognized as Best Employee in Commercial Collections, sensitive to 9/11 Disaster for outstanding performance.