

# Jessica Claire

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## SUMMARY

Hardworking and reliable Academic Testing Coordinator successful at optimizing administrative procedures to control costs and improve operations. Highly organized, proactive and punctual with team-oriented mentality. Experienced in building positive relationships with students, instructors, and parents to underpin sustainable policies. proven background meeting and exceeding operational objectives across 10-year career. Maintain currency on trends in field to keep systems modernized and streamlined. Natural leader and analytical problem-solver with articulate communication style.

## SKILLS

- Organizational leadership
- Professional demeanor
- Excellent verbal and written communication skills
- Effective listening
- Decision-making
- Coordinating services
- Program management
- Active participation in AHEAD and NCTA
- Effectively work with students, faculty, staff, and parents
- Excellent reading comprehension
- Ability to multitask and work cooperatively with others
- Utilized collaborative software to complete team assignments
- Integrated student development theory and research to address key topics in higher education

## EXPERIENCE

### ACADEMIC TESTING COORDINATOR 08/2017 to CURRENT

#### Grand Canyon Education, Inc. | Phoenix, AZ

- Provide leadership for one of the two programs housed in the Center for Access and Academic Testing for the Stephenville and Fort Worth Campuses.
- Provide excellent service and attention to customers and stakeholders in face-to-face encounters and through phone conversations.
- Improve operations by working with team members and customers to find workable solutions.
- Maintain industry knowledge through continuing education, training and monitoring of industry publications.
- Assist the Access and Academic Testing Director in strategic planning, staff supervision, and budget operations.
- Provide consultation and training to campus units and departments regarding accessibility issues and laws.
- Serve as a Campus Security Authority (CSA).
- Ability to implement and manage new programs.
- Create and maintain testing schedules for multiple locations. Currently scheduling 12 individual proctors to be able to continue providing testing services to students.
- Implement, maintain, and verify compliance to various international quality standards and administer training on standards.
- Developed, wrote, and maintain detailed troubleshooting guide and knowledge base for use by front desk staff.
- Make accommodations for students with disabilities to complete tests.
- Keep operations and conduct in compliance with testing policies and standards.
- Keep testing materials secured and confidential to prevent cheating.
- Collaborate with project leaders and stakeholders to accomplish objectives.
- Develop and maintain effective frameworks, standards and requirements.
- Provide feedback on individual actions, behaviors and verbal responses.

### DISABILITY SERVICES COORDINATOR 08/2013 to 07/2017

#### Avalon Bay | Lakewood, CO

- Provided leadership for one of the two programs housed in the Center for Access and Academic Testing for the Stephenville, Fort Worth, Midlothian, and Waco Campuses.
- Assisted the Access and Academic Testing Director in strategic planning, staff supervision, and budget operations.
- Provided consultation and training to campus units and departments regarding accessibility issues and laws.
- Served as a Campus Security Authority (CSA).
- Implemented and managed new programs.
- Knowledge of Section 504 of the Texas Rehabilitation Act and ADA.
- Adhered to ethical standards and ADA laws and regulations.
- Worked with sensitive information and maintained confidentiality.
- Escalated identified risk issues, challenges and trends to senior management and delivered risk-related documents for audit and regulatory exams.
- Translated governing board directives into actionable front-line service policies to meet participant needs.
- Identified and hired talented individuals bringing valuable skills and great experience to team.
- Presented talks at university events to promote understanding of students with disabilities.

### AMERICAN SIGN LANGUAGE INTERPRETER 08/2010 to 07/2013

#### Tarleton State University | City, STATE

- Provided communication access services to students with hearing disabilities during lectures, required group meetings, and in other required academic environments.
- Delivered real-time, accurate oral translations and interpretations for clients.
- Developed understanding of specialized concepts for translation by consulting subject matter experts and other colleagues.
- Reviewed and analyzed briefing materials before starting translations.
- Provided appropriate contextual information to increase clients understanding of translations.
- Cross-referenced specialized dictionaries and thesauruses for slang and nuanced terminology.
- Consistently provided exceptional service and attention to customers and stakeholders.
- Provided excellent service and attention to customers in face-to-face encounters.

## EDUCATION AND TRAINING

### Master of Science | Applied Psychology 05/2020

#### Tarleton State University, Stephenville, TX

### Bachelor of Science | Psychology 12/2009

#### Appalachian State University, Boone, NC

## ACCOMPLISHMENTS

- Created and wrote policy materials and provided them to all employees, ensuring that all staffers were educated properly and in the most convenient manner.
- Technology Integration - Increased student participation and test scores by introducing relevant computer programs and exercises to encourage student interest and enjoyment.
- Met with parents to discuss student issues and course weakness areas.
- Process Improvement - Developed new test scheduling process that resulted in more efficient use of testing seats available and Student Worker/Graduate Assistant time.
- Training: - Delivered training modules to inter-departmental teams to ensure smooth adoption of new program. Completed training on-time and under-budget.
- Achieved recognition by management for friendly and responsive service.
- Selected to train new office personnel in policies, procedures, and office management software.
- Contributed to the successful transfer of over 400 disability services student files into new CRM program from hard copy.
- Process Improvement - Developed online forms for students requesting disability services that resulted in faster communication with staff and onboarding of new students with disabilities.
- Ran office alone allowing co-workers in the "increased risk" group to work from home throughout the COVID-19 pandemic.

## ACTIVITIES AND HONORS

- Member of AHEAD
- Member of NCTA
- Member of Alpha Chi National Collegiate Honor Society