

Jessica Claire

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Professional Summary

Skilled Senior Aviation Operations Sergeant bringing United States Army background and level-headed approach to crisis situations. Facilitates communication, coordinates responses and protects general public during natural and man-made disasters. Offers analytical mindset and good planning abilities honed in challenging environments.

Accomplishments

- Used Microsoft Excel to develop ammunition inventory tracking spreadsheets.
- Documented and resolved aircraft scheduling conflicts which led to much higher operational readiness.
- Collaborated with team of 7 in the development of international aviation operations for VIP clientele.
- Awarded for Meritorious Service by completing 3 aviation resource inspections with accuracy and efficiency.

Skills

- Fire Support Operations
- Offensive Operations
- Disaster Response
- Communications Security
- Combat Operations Planning
- Maintenance Inspections
- Effective Team Management
- Platoon Supervision
- Exceptional Customer Service
- Standard Operating Procedures Understanding
- Flexible and Adaptable
- Self-motivated professional

Work History

- 11/2018 to 09/2022 **Senior Aviation Operations Sergeant**
C&S Family Of Companies – Plymouth, MA
- Assisted with tactical planning by compiling and evaluating important operations and intelligence data.
 - Trained personnel in important first response procedures.
 - Helped implement disaster plans, coordinating teams and resources to swiftly respond to problems.
 - Developed strategic plans to warn, control and evacuate personnel and general public from critical zones.
 - Responded quickly to crisis situations, balancing operational requirements against public safety to effectively handle dynamic needs.
 - Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
 - Worked flexible hours; night, weekend, and holiday shifts.
 - Performed duties in accordance with applicable standards, policies and regulatory guidelines to promote safe working environment.
 - Used critical thinking to break down problems, evaluate solutions and make decisions.
- 02/2014 to 10/2018 **Training Non-Commissioned Officer**
Petco – Livermore, CA
- Developed and implemented effective lesson plans to cover necessary material.
 - Identified training needs and planned classes accordingly.
 - Trained more than 100 Soldiers to enhance success in field operations.
 - Evaluated success of training programs and recommended improvements to upper management to enhance effectiveness.
 - Adjusted instructional strategies according to student needs and understanding of material.
 - Acted as training subject matter expert and provided extensive technical support to different departments.
 - Trained and mentored over 25 new personnel hired to fulfill various roles.
 - Created curricula, instructions, documents and written tests for various types of training courses.
- 09/1999 to 01/2014 **Turbine Engine Mechanic**
Massachusetts Army National Guard – City, STATE
- Built and repaired engines for UH-60A, A+, L and M, UH64 and UH-1, OH58D model aircraft.
 - Worked on both conventional and modified systems to troubleshoot and repair issues, alter assemblies and make final adjustments.
 - Documented maintenance actions with integrated data system.
 - Used dry ice and ovens to install bearings and seals.
 - Inspected and repaired aircraft structures, mechanical components and hydraulic systems.
 - Utilized computerized diagnostic tests to complete random quality checks.
 - Followed work orders, technical drawings and procedures in delivering scheduled maintenance and service with minimal downtime.
 - Minimized risks and incidents by strictly adhering to regulations, safety rules and codes.
 - Corrected issues with mechanical, electrical and hydraulic systems, enhancing performance and reducing recurrence of maintenance issues.
 - Performed troubleshooting procedures to assess causes of issues and deliver properly functioning turbines.
 - Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
 - Demonstrated respect, friendliness and willingness to help wherever needed.
 - Worked flexible hours; night, weekend, and holiday shifts.
- 06/1997 to 07/2009 **Property Management Assistant**
Pappas Enterprises – City, STATE
- Promptly responded to tenant complaints and concerns for over 300 properties.
 - Managed maintenance and custodial staff of Court Square Press and Macallen Buildings.
 - Greeted approximately 30 prospective tenants weekly
 - Handled tenant complaints promptly and appropriately, calling in repairmen and other support services.
 - Completed final move-out walk-throughs with tenants to identify required repairs.
 - Monitored progress of construction and maintenance projects and notified appropriate individuals of project updates, delays and schedule changes.
 - Maintained operational facilities attractive to potential tenants by organizing regular maintenance, major repairs and capital improvement projects.
 - Handled disciplinary actions, performance appraisals and terminations of company staff.
 - Maintained sufficient number of units market-ready for purchase
 - Developed, reviewed and submitted property operating and capital budgets.
 - Organized and participated in meetings to give residents opportunity to ask questions and provide forum for issues to be addressed.
 - Decreased operating cost 11% by implementing cost control procedures.

Education

- 05/1997 **High School Diploma**
Braintree High School - Braintree, MA

Certifications

- Suicide Intervention Instructor Training - 2015