

JESSICA CLAIRE

100 Montgomery St. 10th Floor
(555) 432-1000 - resumesample@example.com

SUMMARY

Seeking an Executive Assistant position that would allow me to utilize my 10 years of administrative experience while transitioning into a field that would allow me to take advantage of the training and education I received while obtaining my Master Degree in Management.

SKILLS

- Excellent Organization and Communication Skills
- Proven abilities in the area of recruitment.
- Inquisitive problem solver
- Strong Computer Proficiencies in MS Word, MS Excel, Publisher, and Database Application
- Business awareness and management skills

EXPERIENCE

09/2017 to 05/2021 Claims Adjuster/Management Development Trainee

City Of Harrisonburg, Va – Harrisonburg, VA

- Managed and investigated accident claims to determine liability.
- Investigated bodily injury claims.
- Provided outstanding customer service by showcasing expertise and fostering trust.
- Showcased computer multitasking skills.
- Worked comfortably in a fast-paced, high volume call center environment.
- Issued and monitored payments/checks to settle claims.
- Negotiated with Attorneys to reach an amiable settlement.
- Trainee in the Management Development Program.
- Assisted in training new associates.
- Successfully promoted through the levels of claims.
- E.

04/2015 to 09/2017 Legal Executive Administrative Assistant

Dougherty County District Attorney's Office – City, STATE

- Assisted attorney in preparing cases for trials and court proceedings.
- Provided general administrative and clerical support including mailing, scanning, faxing, and copying for attorney.
- Maintained electronic and hard copy filing system.
- Managed calendar, schedule and coordinate meetings and appointments for attorney.
- Prepared and modified legal documents including correspondence, reports, drafts, memos and emails.
- Typed various legal documents using Microsoft word, Excel, PowerPoint, and Microsoft publisher.
- Opened, sorted, and distributed incoming correspondence.
- Answered calls from victims regarding their case status.
- Input information into file database and case management software.
- Provided customer service to the public, and serves as a point of contact for attorney.
- Filed motions and research casework for trial.
- Supported and assisted attorney during trials.
- Trained and developed new administrative staff.
- Prepared time sheets for payroll processing.
- Assisted attorney in assigning daily tasks for college interns.

05/2012 to 02/2015 Certified Police Officer

Albany Police Department – City, STATE

- Focused on protecting people and property.
- Patrolled entire jurisdictions to be the first point of contact for citizens in need.
- Responded to emergency calls while remaining calm and organized.
- Made quick decisions to aid on scene emergency and non-emergency situation.
- Investigated criminal violations by ascertaining all facts available at the crime scene by taking statements, conducting interviews, and/or interrogating suspects, witnesses, and victims.
- Documented the preliminary investigation accurately, completely, and in a timely manner.
- Prepared detail reports and other forms of documentation accurately and in a timely manner.
- Undertook community oriented police work by communicating with and assisting citizens.
- Maintained professional and technical knowledge by attending educational workshops; establishing personal networks while participating in professional societies.
- Maintained all required licenses and certificates; maintained basic qualifications to include firearms, defensive tactics, and emergency driving.

07/2007 to 05/2012 Senior Administrative Clerk/Payroll Coordinator

Dougherty County – City, STATE

- Provided general administrative and clerical support including mailing, scanning, faxing, and copying Police Administration.
- Typed, proofread, and edited various reports, warrants, memorandum other legal documentation, including materials of a confidential nature, using Microsoft Word and Excel.
- Performed customer service activities by answering phone calls, greeting guests and visitors, scheduling appointments and meeting, and explaining programs, policies and procedures within the scope of authority.
- Developed and maintained extensive filing and recording keeping system.
- Maintained citizen's confidence and protects operations by keeping information confidential.
- Maintained a money log for currency brought into the department.
- Maintained a record for officer's traffic stats and vehicle mileage.
- Maintained technical knowledge by attending educational workshops; reviewing publications.
- Maintains electronic and hardcopy personnel records.
- Public Notary.
- Certified as a Terminal Agency Coordinator (Georgia Crime Information Center).
- Validated records entered into the GCIC/NCIC system.
- Assisted in selecting candidates for employment; hiring and retention clerk, interview board.
- Trained and oversee new hires and other clerks within the department.

EDUCATION AND TRAINING

11/2016 **Master's Degree: Management, Human Resource Management**
Kaplan University
GPA: 3.3 on 4.0

05/2007 **Bachelor's Degree: Political Science, Sociology**
Georgia Southwestern State University - Americus, GA
GPA: 3.47 on 4

05/2003 **High School Diploma**
Albany High School - Albany, GA
GPA: 3.5, GPA: 4.0, Prep Seal