

# JESSICA CLAIRE

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☎ (555) 432-1000

📍 100 Montgomery St. 10th Floor

## SKILLS

- SixSigma Green Belt
- CRM and office management software
- Workforce Management
- Inventory and Budget Management
- Strong communication skills
- Customer relations
- Billing/Invoicing and Budgetary Planning
- Scheduling and calendar management
- Event coordination
- Compelling leadership skills

## EDUCATION AND TRAINING

GrWestern Carolina University  
12/2021

MBA

University of North Carolina  
Asheville  
100 Montgomery St. 10th Floor •  
05/2019

*Bachelor of Science:* Business  
Management

- Minor in Economics
- Minor in Political Science
- Chancellor's List 4-years
- Merit Scholar Recipient

## CERTIFICATIONS

SixSigma Green Belt | ServSafe  
Manager Certified | Sales Force |  
Project Management Certificate |  
Leadership | Motivated | Curious

## SUMMARY

I am a current full-time professional graduating this fall with my Masters degree in Business Administration. I am people friendly and have outstanding communication and organizational skills. I have experience working with people of all ages and my academic and workplace accomplishments prove my dedication to excellence. Years of schooling combined with full time work is a testament to my work ethic, personal drive and passion for the food and beverage industry. I have experience in both corporate and fine dining restaurants in both the people-facing and number-facing facets. I am looking for a life-long career that combines my skills and passions of both business and the food service and hospitality industry.

## EXPERIENCE

### Holistic Industries - Program Management Office Manager

Royal Oak, MI • 12/2018 - Current

- Part of project management team for 5 year contract with the National Center for Environmental Information supporting Data Stewardship within the organization.
- Manage labor, invoices, staffing and all aspects of subcontract management plan with subcontracting companies.
- Analyze and maintain records of financial records including cost proposals, contract modifications and subcontract labor charges.
- Schedule and coordinate meetings between all technical companies, employees and government contractors.
- Coordinate and lead onboarding activities with new employees including paperwork, training and SOPs.
- Write monthly status reports and technical implementation plans for contracting officers and government task managers.
- Provided a weekly and monthly presentation to government stakeholders and funders on contract progress and invoicing/reporting statuses.
- Cultivated impactful relationships with government "customers" and drove business development by delivering product knowledge for product owners and developers on federal and contractor teams.

### Quail Ridge Country Club - Server and Bartender

Boca Raton, FL • 06/2020 - Current

- Helped chef from Storm Rhum Bar open this brand new restaurant in August of 2020 as part of opening staff.
- Keep track of OpenTable reservations and coordinate/plan staffing with GM and kitchen as appropriate.
- Serve and assist parties with gourmet food and drink selection, delivery, and providing an excellent customer experience without server support.
- Creating and serving cocktails for servers and bar including mixing drinks, pouring wine and serving guests at the bar.
- Communication with both the front and back of house including the bar and kitchen.
- Emphasis on knowledge of our large selection of top shelf liquors, wines, and draft beers.

### Chipotle Mexican Grill - Assistant General Manager

City, STATE • 12/2013 - 12/2018

- Responsible for staff coordination including training, food safety and scheduling.
- Oversees labor management, profit and loss accounting, inventory tracking and daily and monthly cash balance sheet and auditing.
- Placed bi-weekly food inventory orders and oversaw correct restocking procedures to maintain operational output.
- Manager of food quality and oversight for entire restaurant including flow of produce and waste.
- Effectively mastered and use eRestaurant Altametrics and Taleo Management.
- Began as crew member and was promoted twice from within the company.
- Fostered performance-oriented environment focused on promoting team collaboration, personal accountability and long-term business success.
- Controlled business inventory to keep numbers beneath targets through expert oversight and usage monitoring.

### Storm Rhum Bar And Bistro - Server

City, STATE • 01/2017 - 05/2019

- Serve and assist parties with gourmet food and drink selection, delivery, and providing an excellent customer experience without server support.
- Creating and serving cocktails for servers and bar including mixing drinks, pouring wine and serving guests at the bar.
- Communication with both the front and back of house including the bar and kitchen.
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