

# JESSICA CLAIRE

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- 📍 100 Montgomery St. 10th Floor

## SKILLS

- Clerical
- MS Office
- Compassion
- Staff Management
- Business Development
- Business planning
- Business administration

## EDUCATION

UNIVERSITY OF TEXAS RIO  
GRANDE VALLEY (PAU)  
Edinburg, TX • 05/1986

*Associate of Arts:* Business  
Administration And Management

- Graduated in Top 35 % of Class

Edinburg High School  
Edinburg, TX • 05/1984

*High School Diploma*

## PROFESSIONAL SUMMARY

Chief Executive Officer with over 9 years of successful experience in public speaking and community outreach. Recognized consistently for performance excellence and contributions to success in re-entry and integration industry. Strengths in independent and domestic living, backed by training in business administration.

## WORK HISTORY

Michaels Stores - CEO CO-FOUNDER/ PRESIDENT/Outreach/Human Resources Manager  
Falls Church, VA • 04/2012 - Current

- Met with clients to discuss immediate needs for the 1st 2 weeks into reentry to maintain time frame efficiency and meet with parole intake officer at assigned office to release stipulations in addition to the jurisdiction and court rulings upon release. A copy of 2 week schedule and illustrative reports issued and signed, including individual time scheduling allowing the use of public transportation, (bus passes issued daily), performance metrics and analysis evaluated and discussed for which STC could respond and directing those that are parole officers input.
- Oversaw daily administrative operations, including, travel logistics and dispensing daily meal vouchers from supporting local restaurant/eateries.
- Interviewed, supervised and motivated 9 volunteer staff members to achieve optimal productivity. While maintaining a strict budget
- Maintained P&L and shouldered corporate fiscal responsibility, resulting in a 15% increase in revenues for the first 4 quarters in operation to submit as a fiscal year P&L report. .
- Forecasted and directed effective management and financial control, eliminating over \$ 25.000 in debt.pre-forecasted by accountant review
- Achieved under-budget and on-time project management to adhere to project goals of expansion of 3 homes in the county
- Spearheaded change management and strategic measures to be able to achieve a turnaround for company during significant restructuring, (impact from Covid-19; including reducing employees from 13 to 3 to cut losses by 78%for impacted year.
- Orchestrated positive social media coverage and ANGEL investors relations as public face of company.
- Developed and implemented new strategies and policies in collaboration with executive partners to establish and achieve long-term business objectives due to impact of pandemic 2020, in turn providing STC with a strong and sustainable organizational leadership.
- Aligned organizational objectives with company mission, stabilizing revenue, freeze on profit and business growth by collaboratively developing integrated strategies. for post pandemic period.
- Pro fostering new business ideas which will show and initiate communications with prospective clients via phone and email .
- Increased business profits 2% by streamlining processes and trimming unnecessary positions.
- Maintained a low percentage client retention while negotiating and executing budgeting skills and domestic living skills as agreed with client as they advance to living on their own with established financial backing in their personal bank account.

Holistic Industries - Lead Prep Cook/Assistant Kitchen Manager  
Cranberry, PA • 01/2021 - 02/2021

- Created and deployed successful strategies to boost restaurant performance, streamline food prep processes and increase efficiency in different areas.
- Delivered in-depth training to workers in food preparation and customer-facing roles to promote strong team performance.
- Resolved challenging customer complaints to full satisfaction, promoting brand loyalty and maximizing repeat business.

Whaterburger - Team Member  
City, STATE • 05/2019 - 01/2021

- Pursued learning opportunities to advance knowledge and take on leadership position.
- Contributed to team success by completing jobs quickly and accurately.
- Quickly adapted plans and adjusted new milk shake equipment to maintain high standards of functionality and safety.
- Broke down boxes and cartons, disposing of refuse in proper cardboard receptacles.
- Conducted frequent equipment breakdown of equipment before inspections and basic repair actions to keep machinery operating at peak levels.
- Checked completed orders for accuracy and bagged meals for easy carrying.
- Maintained clean, sanitized and well-organized food preparation zones.
- Reduced customer wait times by quickly and efficiently operating customer window and sales register.
- Wiped counters and sanitized equipment to maintain clean food prep and dining areas.

Papa John's Pizza - Assistant General Manager  
City, STATE • 04/2014 - 05/2020

- Maintained well-controlled business product inventory with minimal losses by enforcing solid monitoring and management structures.
- Took customer call in orders and capitalized on opportunities to sell special beverage and food options.
- Resolved problems promptly and effectively to elevate customer approval.
- Maintained secure cash drawers, promptly resolving discrepancies for accuracy. At opening or closing shift before making night deposits.
- Managed budget implementations, P&L Vs. S/LH, employee reviews, customer complains monthly LTO product preparation training, schedules and contract negotiations with 3rd party delivery entities.
- Completed inventory purchases and oversaw restocking.
- Boosted revenue by implementing community sales bi weekly cycle procedures related to new business development and contract agreements.
- Handled cash accurately and prepared deposits.
- Motivated, trained and disciplined employees to maximize performance.