

# Jessica Claire

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**SUMMARY** Organized and motivated employee eager to apply time management and organizational skills in various environments. Seeking entry-level opportunities to expand skills while facilitating company growth.

- SKILLS**
- Equipment testing and calibration
  - Working collaboratively
  - Critical thinking
  - Reporting and documentation
  - MS Office
  - Penetration testing
  - VMware
  - New program installations
  - Diagnosing issues
  - System updates
  - Program coding
  - Customer-oriented
  - Beginner in Python, C++, Linux
  - Project documentation
  - Cybersecurity analysis

**CERTIFICATIONS**

- AWS Certified Cloud Practitioner - 2020
- CompTIA Security+ - 2021

**EDUCATION AND TRAINING**

**Certificate of Completion** | Computer And Information Sciences 06/2020

**Udemy, Online**

- Udemy Coursework Completed: Business Writing & Technical Writing Immersion, Microsoft PowerPoint From Beginner to Advance, Strategy for Management Consultants & Business Analysts, Communication Skills Machine: Master Persuasion & Influence, Management Consulting Approach to Problem Solving,
- Udemy Current Coursework: The Complete Nmap Ethical Hacking Course - Networking Security, Ultimate AWS Certified Solutions Architect Associate 2021
- Udemy Relevant Coursework Completed: CompTIA Security+ (SY0-601) with Jason Dion

**Certificate of Completion** | Cyber Security 07/2020

**IBM SkillsBuild, Online**

Courseworks Completed: CompTIA Security+ Prep, Jump-start: Prepare to be a Security Consultant learning plan

**AVS Certificate** | Computer And Information Systems Security 08/2020

**Per Scholas, Online**

14 week (over 50 hours a week) full time training into VMware, Linux, networking, DevOps, version control, bash scripting, with the following training information: AWS Cloud Training, CompTIA L(Linux+, Network+, Security+) Trainings

**Bachelor of Arts** | History And Sociology 05/2011

**Mars Hill University, Mars Hill, NC**

**EXPERIENCE** **SITE LEAD, COVID-19 PCR TESTING** 01/2022 to CURRENT

**Children's Mercy Hospital | Overland Park, KS**

- Monitor worksite personnel to maintain high levels of quality and performance.
- Comply with operational standards and OSHA regulations.
- Maintain safe operating compliance and verify that operations met best practice standards.
- Retain records of supplies and tools use and tasks perform for each project.
- Communicate with local business owners and community members to facilitate use of resources.
- Delegate daily tasks to team members to optimize group productivity.
- Promoted to leadership position in recognition of strong work ethic and provided exceptional customer service.
- Foster positive employee relationships through communication, training and development coaching.
- Maintain cleanliness of testing kiosk and testing materials to comply with CDC guidelines.
- Administer required COVID-19 PCR tests and sample collection using proper swabbing technique.

**COVID-19 TESTER** 04/2021 to 01/2022

**CalPortland | Tucson, AZ**

- Collected and prepared nasal-pharyngeal samples for PCR testing of COVID-19 in accordance with standard methods and processes.
- Maintained cleanliness of testing booth and testing materials to comply with CDC guidelines.
- Followed in-process quality control procedures and performed accurate data entry of patient information to prepare collected specimens for testing and analysis.
- Facilitate required COVID-19 tests and sample collection using proper swabbing technique.

**OPERATIONS SUPPORT SPECIALIST** 04/2017 to 03/2020

**Williams-Sonoma, Inc. | Asheville, NC**

- Reviewed and analyzed current company processes and identified and recommended improvement steps to optimize operations.
- Trained and consulted with end-users of proprietary company software, delivered technical support and tested software to verify proper operation.
- Identified needs of customers promptly and efficiently.
- Enforced company policies, answered coworkers' questions and trained new personnel.
- Identified operational and performance issues and worked with managers to resolve concerns.
- Served as liaison between certain departments to implement new improvement plans and changes.

**ASSISTANT STORE MANAGER** 05/2016 to 06/2017

**Georgetown Running Company | City, STATE**

- Assisted in overall day-to-day operations of store, including continuous development of effective store associates to achieve desired sales and results.
- Oversaw aspects of maintenance, inventory and daily activity management.
- Welcomed customers, offered to help locate items and suggested merchandise without being intrusive or pushy.
- Monitored sales floor to identify customers in need of assistance and merchandise in need of replenishment.