

JESSICA CLAIRE

San Francisco, CA
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PROFESSIONAL SUMMARY

Experienced United States Marine Corps Veterans and Transition Assistance Professional with 12+ years of service in various leadership and personnel development roles. Proven record of achieving operational excellence through enforcing standards, creating and implementing training plans, and mentoring personnel. Demonstrated success in communication, problem-solving, and conflict resolution. Highly motivated, driven, and dedicated to the success of the team.

SKILLS

- Proficient in
- MS Office Products
- Strong Communication Skills
- Training | Development
- Process Improvement
- Staff Management
- Customer Service
- Technical Writing
- Administrative Office Management

WORK HISTORY

- 01/2023 to Current **National Aviation Recruiter**
Veterans Alliance – City, STATE
 - Actively recruited over 500 qualified veterans from every branch of the U.S
 - Armed Forces to help veterans find rewarding employment opportunities in aviation maintenance that meet their career expectations
 - Provided guidance on resume writing and interviewing to current and transitioning military members
 - Focused on recruiting experienced veterans and transitioning service members, and provided highly-skilled, disciplined, and dedicated employees to clients nationwide
 - Maintained a structured daily battle rhythm to source 300 new qualified candidates weekly and filter through thousands of resumes to support over 60 different client employment requirements in over 47 locations coast to coast
 - Sourced on social media platforms including, LinkedIn, Indeed, CareerBuilder, JS Firm, Facebook, and Resume Library to find qualified resumes that meet the requirements and standards of stakeholders
 - Engaged in productive telephonic conversations, email, and SMS text messaging with over 500 candidates weekly to ensure appropriate conversations are made to establish rapport, educate, and review employment opportunities that meet the expectations of both the client and the individual
 - Organized data using the system, Bullhorn, to make contact with potential candidates, and ensure follow-up and expectations are being set for each candidate.
- 01/2020 to 01/2023 **Unit Transition Coordinator**
UTC, U.S. Marine Corps – City, STATE
 - Provided transition guidance for over 400 members ensuring they met Department of Defense timelines to smoothly transition out of the Military service
 - Collaborated positively with peers and other staff members to maintain a friendly, supportive, and cooperative work atmosphere
 - Served in the occupation of Unit Transition Coordinator for Service members separating from the United States Marine Corps and Navy
 - Developed the Squadron's Transition Readiness Program (TRP) and ensured policies were executed according to current Marine Corps Orders and directives
 - Liaised with the Personal and Professional Development Technicians from the Transition Readiness Branch to receive weekly updates, registered over 40 transitioning service members for Initial Counseling and Transition Seminars
 - Provided resources and bulletins for Military members to understand education, healthcare, compensation, life insurance, home loans, vocational rehabilitation, and training benefits
 - Mentored over 300 Marines to gain an understanding of how to navigate through and create an e-benefits account, ensuring 100% completion prior to the Initial Counseling
 - Implemented procedures to track progression daily, to include; the DOD Transition Assistance Program and MilConnect to ensure military personnel sign the appropriate documentation and find the correct resources that facilitate a smooth transition
 - Created protocols using Microsoft Word and Excel to verify and track over 450 Marines and Navy personnel from transitioning into the civilian workforce
 - Supported 20 Marines from various other units, assisting them in scheduling and deconflicting appointments while their primary UTC was unavailable
 - Developed standard operating procedures for personnel to gain accurate information on the transition process and provided a step-by-step process that was easy to articulate and follow
 - Facilitated weekly information sessions and coordinated with appropriate personnel, to identify and monitor all separating, retiring, demobilizing, and deactivating Marines and Navy personnel, including over 45 unanticipated separations throughout a 2-year span
 - Provided updates and resolve through Microsoft Outlook and telephonic interface to the Transition Readiness Branch and military members throughout the transition process when scheduling conflicts were presented
 - Developed procedures that ensured follow through verifying all E-forms were completed and filed appropriately according to the Department of the Navy regulations.
- 05/2010 to 01/2023 **Aviation Operations Administrator**
U.S. Marine Corps – City, STATE
 - Developed 7 programs that included the functionality of training and operation events for over 400 personnel
 - Reviewed and audited over 20 operational and training publication records, correspondence, and current directives in accordance with Marine Corps Orders and Standard Operating Procedures
 - Preserved, tracked, logged, and audited aviator flight logbooks and records for 200 aircrew personnel
 - Corresponded and communicated with other technical skill departments when assisting with functional programs and projects within the organization
 - Succeeded in an achieving and overall "effective" rating for 7 out of 7 programs pertaining to the Commandant's General Inspection in 4 separate inspection periods
 - These programs included; Martial Arts, Body Composition, Physical Fitness, Marksmanship, Swim Qualification, Aviation Operations, and the Transition Readiness Program
 - Inventoried office supplies and processed maintenance requisitions weekly for the Operations Department ensuring the necessary tools were acquired to perform daily duties
 - Developed spreadsheets in Excel to manage accurate office supply requirements and maintenance requests to support an agronomical work environment that included; notepads, pens, computer assets, printer capabilities, and smart boards
 - Improved the capabilities of 40 subordinates through mentorship and Military Occupation Specialty specific training, flight scheduling, logbook data entry, and various leadership topics
 - Structured and designed workflows and implemented new processes for over 400 Marines to utilize using MS Word and Teams
 - Improved existing programs and policies to meet the expectations of the Department of the Navy and Marine Corps
- 05/2010 to 01/2023 **Healthcare Development Manager**
U.S. Marine Corps – City, STATE
 - Developed, implemented, and facilitated the employee wellness program for over 400 Military members at Marine Corps Air Station New River, North Carolina
 - Administered and monitored the operational flow and progression for over 200 Marines
 - Structured client-specific nutrition and fitness programs within the parameters of the Marine Corps Orders
 - Liaised with nutrition and health professionals at the MCAS New River and the Camp Lejeune Clinic regarding physical fitness and nutrition limitations
 - Designed wellness activities that included fitness competitions and exercise routines for over 200 Marines to participate in daily that supported a healthy and wholesome lifestyle
 - Maintained thorough confidential records of all telephonic sessions with members in accordance with HIPPA requirements.

EDUCATION

- November 2020 **Bachelor of Science: Health and Wellness**
Purdue University - Global
GPA: 4.0, Summa Cum Laude