

# Jessica Claire

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## SUMMARY

Highly efficient Personnel Manager offering more than 26 years of performance in fast-paced and challenging administrative environments. Resourceful team player focused on developing efficient processes using knowledge of HR administration, recruiting and employee records management. Adaptable and strategic with strong proficiency in managing productive performance.

- Highly-motivated employee with desire to take on new challenges. Strong worth ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.
- Diligent leader focused on manpower management and dedication to prompt project completion and continual adaptation. Team-oriented collaborator with reliability and focus on equitable task distribution through group projects and motivation to accomplish mutually held goals.
- Stodious and passionate professional with extensive knowledge of teaching workforce material using modern methodologies. Cultivates positive relationships with students to enhance participation and increase overall success. Outgoing and friendly with fantastic attention to detail.
- Attentive and adaptable Teacher skilled in management of classroom operations. Effective in leveraging student feedback to create dynamic lesson plans that address individual strengths and weaknesses. Dedicated and motivated to encourage student growth through carefully monitored academic progress.
- Versatile Department Manager recognized for providing exceptional leadership and guidance to employees. Responsible and dependable professional with more than 26 years of comprehensive experience overseeing staff, conducting training and implementing strategies. Familiar with successful training methodologies and industry developments.
- Motivational leader and organizational problem-solver with advanced supervisory, team building and customer service skills. Experience stepping into roles and quickly making positive changes to drive company success. Focused on using training, monitoring and morale-building techniques to maximize employee engagement and performance.

## SKILLS

- Policies Implementation
- Personnel Engagement
- Work Complaint Handling
- Networking and Partnership Development
- Employee Relations
- Affirmative Action
- Procedure Compliance
- Employment Data Tracking
- Decision Making
- Transfer Coordination
- Policy and Procedure Writing
- Employment Recordkeeping
- Equal Employment Opportunity (EEO)
- Retention Program Development
- Project Management
- Project Planning
- Data Evaluation
- Performance Management
- Staff Training and Development
- Confidential Document Control
- Management Development
- Time and Labor Control
- Attentive to Detail
- Military Maintenance Standards
- Safety Protocol Knowledge
- Team Building
- Team Management
- Problem Resolution
- Planning & Organizing
- Training & Development
- Maintenance & Repair
- Critical Thinking
- Organizational Skills
- Relationship Building
- Supervision & Leadership
- Reliable & Trustworthy
- Team Collaboration
- Recruitment Strategies
- Recruiting and Sourcing
- Self-Motivated Work Ethic
- Management Consulting
- Learning Skills Development
- Curriculum Planning and Implementation
- Student Motivation and Engagement
- Lesson Planning
- Positive Reinforcement
- Schedule Management
- Curriculum Development
- Classroom Management
- Interactive Teaching/Learning
- Informative Lectures
- Student Engagement
- Time Management
- Test Proctoring
- Core Curriculum and Standards
- Incident Management
- Procurement Planning
- Aircraft Service
- Staff Training
- Routine Inspections
- Schedule Coordination
- Logistics Supervision
- Personnel Oversight
- Equipment Maintenance
- Training Coordination
- Recordkeeping Skills
- Computer Skills
- Experience in Leadership
- Program Evaluation
- Improvement Plan Knowledge
- Quantitative Skills

## EXPERIENCE

### AVIATION MAINTENANCE SUPERINTENDENT 02/2018 to CURRENT

#### Donaldson Inc. | Greenville, TN

- Coordinated efficient maintenance schedules to keep systems running at peak levels.
- Researched, read and interpreted technical manuals and guidelines before inspections, installations and repairs.
- Utilized drawings and schematics to install, remove and modify aircraft structures, systems and components.
- Reported issues, malfunctions, unusual wear, or damage to appropriate personnel.
- Managed repair logs, documenting preventive and corrective aircraft maintenance activities.
- Updated maintenance and repair logs according to services performed and submitted reports to supervisors for review.
- Reviewed work orders and discussed with supervisors.
- Completed scheduled and unscheduled safety and performance assessments.
- Planned work procedures using charts, technical manuals and experience.
- Requested aviation parts and supplies before scheduled repairs to meet inventory needs.
- Supervised and completed flight line foreign object prevention walks.
- Recommended replacement, repair or modification of aircraft equipment based on inspection.
- Maintained aircraft environmental systems, oxygen systems, fire extinguishing systems and utility systems.

### PRODUCTION CONTROL MANAGER 09/2016 to 01/2018

#### Idex Corporation | Shelby, NC

- Prepared weekly schedules to maintain adequate floor coverage.
- Planned and delivered training sessions to improve employee effectiveness and address areas of weakness.
- Recruited and trained new employees to meet job requirements.
- Organized team activities to build camaraderie and foster pleasant workplace culture.
- Resolved customer inquiries and complaints requiring management-level escalation.
- Evaluated individual and team business performance and identified opportunities for improvement.
- Held regular one-on-one meetings with employees to review performance and priorities and provide feedback.
- Analyzed business performance data and forecasted business results for upper management.
- Completed thorough opening, closing and shift change functions to maintain operational standards each day.
- Delegated work to staff, setting priorities and goals.
- Reviewed completed work to verify consistency, quality and conformance.
- Assigned work and monitored performance of project personnel.
- Mediated conflicts between employees and facilitated effective resolutions to disputes.
- Reviewed employee performance and provided ongoing feedback and coaching to drive performance improvement.
- Responded to customer inquiries and complaints professionally.
- Provided leadership, insight and mentoring to newly hired employees to supply knowledge of various company programs.
- Planned and led team meetings to review business results and communicate new and ongoing priorities.
- Maintained customer awareness to recognize success and identify areas for improvement.
- Proposed or approved modifications to project plans.
- Produced thorough, accurate and timely reports of project activities.
- Remained calm and professional in stressful circumstances and effectively diffused tense situations.

### AVIATION MAINTENANCE DEPARTMENT MANAGER 03/2015 to 08/2016

#### Autozone, Inc. | Aguada, PR

- Assigned work and monitored performance of project personnel.
- Managed team of employees, daily progress reports and overall project planning.
- Proposed or approved modifications to project plans.
- Delegated work to staff, setting priorities and goals.
- Implemented preventive maintenance program by planning and coordinating major scheduled maintenance outages
- Resolved customer inquiries and complaints requiring management-level escalation.
- Implemented on-the-job training activities to cross-train employees on various tasks.
- Implemented improved training procedures to better develop new personnel.
- Provided leadership, insight and mentoring to newly hired employees to supply knowledge of various company programs.
- Gained and implemented valuable knowledge by participating in aircraft maintenance training and special projects.
- Analyzed various aspects of corporate logistics to determine most cost-effective or efficient means of transporting products.
- Completed thorough opening, closing and shift change functions to maintain operational standards each day.
- Supervised preventive maintenance projects, employee tasks and performance and adherence to safety standards.
- Reviewed employee performance and provided ongoing feedback and coaching to drive performance improvement.
- Planned and led team meetings to review business results and communicate new and ongoing priorities.
- Delegated daily tasks to employees to manage resources and meet deadlines.
- Reviewed completed work to verify consistency, quality and conformance.
- Held regular one-on-one meetings with employees to review performance and priorities and provide feedback.
- Interviewed prospective employees and provided input to HR on hiring decisions.
- Recruited and trained new employees to meet job requirements.
- Remained calm and professional in stressful circumstances and effectively diffused tense situations.

### HUMAN RESOURCES SPECIALIST 03/2014 to 03/2015

#### Vacasa | (Mount Hood) Government Camp, OR

- Conducted background checks and orientation, coordinating new employee onboarding process.
- Developed and documented HR procedures to refine processes and drive compliance with policies.
- Established and maintained trusted relationships around organization to optimize business and employee experience.
- Partnered with senior HR team to communicate company standards and policies.
- Maintained human resources records by processing applications and resumes.
- Safeguarded human resource information, maintaining employee confidence and protecting operations.
- Provided essential support to address individual HR needs of employees.
- Liaised with management to distribute training and promotional opportunity resources to employees.
- Worked with HR department to devise and update policies as needed for corporate accountability and workplace health.
- Identified opportunities to improve HR programs and proposed solutions to increase efficiencies.
- Developed incentives to drive employee retention and improve work culture.
- Developed recruitment updates to review trends, competitive intelligence and talent demographics.
- Worked cross-functionally to optimize efficiency and execute on HR business processes.

### QUALITY ASSURANCE MAINTENANCE MANAGER 07/2012 to 03/2014

#### United States Marine Corps | City, STATE

- Monitored product trends and suggested changes.
- Created, edited and updated project manuals and technical documentation used by entire QA team.
- Reviewed current standards and policies.
- Trained and mentored project leaders to drive culture change toward total quality mindset across production continuum.
- Compiled data on quality issues and vulnerabilities and reported findings with suggestions for improvement.
- Inspected, removed and replaced malfunctioning equipment and tools to minimize workflow disruptions.
- Identified needed resources and aligned with project milestones, deliverables and prioritization for viable production planning.
- Managed company onboarding processes, interviewing and selecting new quality assurance personnel.
- Kept records of quality reports and statistical reviews.
- Supervised and guided inspectors, technicians and other staff.
- Established procedures and quality standards.
- Established product specifications and quality assurance practices.
- Fielded customer complaints and rectified service issues.
- Managed supplier key performance indicators and checked materials for compliance with specifications.

### LEGAL CLERK/SENIOR ADMINISTRATIVE MANAGER 03/2011 to 06/2012

#### United States Marine Corps | City, STATE

- Organized and executed court calendar with daily cases and supervisor meetings.
- Performed extensive research to prepare for court cases and gathered pertinent case information.
- Corresponded daily with clients, insurance adjusters, doctors and attorneys.
- Liaised between attorney and outside counsel, exchanging information.
- Maintained knowledge on case status by reviewing relevant records and reporting back to clients.
- Recorded judicial decisions, legal articles and legal codes.
- Participated in client interviews, observed questioning process and documented information.
- Drafted motions, briefs and other legal documents.
- Called witnesses to give testimonies during court hearings.
- Processed closing documents and transactional documents for legal review.
- Drafted witness declarations and pretrial statements.
- Contacted witnesses and scheduled interviews and evaluations.
- Analyzed legal statutes, codes and previous court decisions to determine optimal course of action.
- Filed pleadings and paperwork with court clerk to meet strict deadlines.
- Created and updated case management and client account databases.
- Organized legal documents in company filing systems and databases.
- Filed pleadings and appeals with court clerks to expedite trial proceedings.
- Handled telephone calls, meeting plans and conference organization requirements.
- Stayed abreast of changes in legislative and regulatory guidelines.
- Provided administrative support and conducted research to assist attorneys in civil litigation preparation.
- Drafted correspondence, documented data and submitted materials to appropriate parties.
- Responded to client calls and inquiries to deliver applicable information.
- Managed office scheduling and kept accurate notes on deadlines, motions and other dates.
- Met with clients and attorneys to discuss case details and evidence.
- Knowledgeable dealing with pleadings, affidavits, motions and exhibit preparation.
- Filed clients' legal documents in relevant courts for processing.
- Established work procedures or schedules to organize daily work of administrative staff.
- Monitored office inventory to maintain supply levels.
- Analyzed internal processes and recommended and implemented procedural or policy changes to improve operations.
- Created and revised systems and procedures by analyzing operating practices, recordkeeping systems and forms control.
- Automated office operations to optimize accounts payable and receivable, customer correspondence and data communications.
- Represented work unit at meetings or conferences to serve as liaison for requests or complaints.
- Organized and maintained documents, files and records.
- Managed purchase requisitions and approvals for all department equipment and supplies.
- Supported staff through in-service training, providing mentorship and additional resources.
- Oversaw complex office support, managing records database and organizing contracts.
- Conducted staff performance evaluations to monitor progress and individual skills.
- Managed paper or electronic filing systems by recording information, updating paperwork and maintaining documents.
- Managed busy calendar for executive team, planning and preparing meetings and communications.
- Directed and oversaw office personnel activities.
- Coordinated and conducted classes to teach procedures to new staff members.
- Worked with management team to improve workflows and eliminate unnecessary tasks.

### ADDITIONAL MAINTENANCE INSTRUCTOR 11/2008 to 03/2011

#### United States Marine Corps | City, STATE

- Selected curriculum and instructional aids to increase students' understanding of core concepts.
- Administered standardized tests to assess progress and evaluate need for improving course materials.
- Collaborated with other subject and grade-level teachers to build complementary educational frameworks for students.
- Planned in-class activities, discussions and lectures to increase student comprehension and participation.
- Maintained student records detailing progress, attendance and program requirements.
- Collaborated with other educators to address deficiencies in program offerings.
- Built life-long learning skills and strong study habits in students to help each prepare for higher-level education.
- Cultivated collaborative and innovative learning environment to meet each student's unique educational needs.
- Planned and conducted activities for balanced program of instruction, demonstration and work time, providing students with opportunities to observe, question and investigate.
- Maintained school-wide culture of respect and actively used positive behavioral interventions and supports (PBIS) disciplinary methods.
- Applied variety of instructional resources to meet needs of students with varying backgrounds and learning styles.
- Documented and reported on student grades in compliance with school policies.
- Created appropriate learning environments for students.
- Promoted safe and clean classroom environment conducive to individualized and small group needs.
- Conducted on-the-job training classes and demonstrated principles, techniques, procedures and methods of diverse subjects.
- Gave constructive feedback to students to improve learning and progress against course objectives.
- Crafted lesson plans to meet diverse learning modalities and ensure inclusive learning environment.
- Prepared course objectives to follow school's curriculum standards established by school and state.

### MILITARY RECRUITER 12/2005 to 11/2008

#### United States Marine Corps | City, STATE

- Searched for qualified job candidates using computer databases, media advertisements or employee referrals.
- Selected qualified job applicants or referred to managers to make hiring recommendations.
- Sourced, qualified and conducted screening interviews with job candidates.
- Developed or implemented recruiting strategies to meet current or anticipated staffing needs.
- Interviewed job applicants to obtain information on work history, education or job skills.
- Contacted job applicants to inform of application status.
- Reviewed employment applications and job orders to match applicants with job requirements.
- Hired employees and processed hiring-related paperwork.
- Informed job applicants of duties and responsibilities, compensation and benefits.
- Scheduled or conducted new employee orientations.
- Maintained current knowledge of equal employment opportunity and affirmative action guidelines and laws.
- Informed or trained management on interviewing, performance appraisals or documentation of performance issues.
- Prepared or maintained employment records using human resources management system software.
- Analyzed employment-related data and prepared reports.
- Maintained and updated organizational charts, employee handbooks or performance evaluation forms.
- Advised management on organizing, preparing or implementing recruiting or retention programs.
- Conducted exit interviews and completed employment termination paperwork.

### AVIATION MAINTENANCE SUPERVISOR 03/2003 to 10/2005

#### United States Marine Corps | City, STATE

- Oversaw workforce schedules and allocated resources in order to achieve project goals.
- Prepared and planned worksites to help jobs run smoothly.
- Delegated work to staff, setting priorities and goals.
- Reported project progress, site problems and labor status to supervisors.
- Delivered positive reinforcement and constructive criticism for employee work efforts.
- Reviewed project blueprints and specifications to determine number of workers needed to complete jobs.
- Gained and implemented valuable knowledge by participating in aircraft maintenance training and special projects.
- Kept records of parts and equipment used in projects to update inventory.
- Inspected completed work to assess quality and identify skill gaps.
- Noted equipment problems and requested maintenance support to minimize work downtime.
- Filled out work orders, repair logs and maintenance plans to document work completed.
- Monitored employee work levels and optimized performance with strategic approaches.
- Established and enforced clear safety policies to protect workers from injury.
- Created work crew schedules and delegated assignments.
- Determined schedules, sequences and assignments for work activities, based on priority, quantity of equipment and personnel skill.
- Trained and monitored employees to teach daily tasks and improve performance.
- Implemented onsite safety protocols and procedures and properly trained team members on prevention measures.

### PROFESSIONAL MILITARY EDUCATION INSTRUCTOR 05/2002 to 04/2003

#### United States Marine Corps | City, STATE

- Built life-long learning skills and strong study habits in students to help each prepare for higher-level education.
- Applied creative instruction methods to promote student learning objectives.
- Developed syllabus of lectures, classroom and assignments and distributed to students on first day of class.
- Used exams, quizzes and projects to assess how well students grasped learning material and concepts.
- Directed full classrooms of students to develop various kinds of research.
- Collaborated with fellow staff members to promote positive and welcoming learning environment.
- Promoted safe and clean classroom environment conducive to individualized and small group needs.
- Built strong student rapport by driving classroom and online discussions and providing academic advisement.
- Maintained student engagement through creative subject delivery and learning activities.
- Supervised dissertational research work to assist research publication process.
- Evaluated and supervised student activities and performance levels to provide reports on academic progress.
- Improved classroom teaching methods by observing fellow educators and learning new techniques.
- Collaborated with professor to manage education projects from start to finish.
- Adapted methods of instruction and classroom materials to address individual student needs.
- Identified valuable online resources to use in conjunction with lectures and coursework.
- Participated in continuing development and training to bolster professional teaching skills.

### AVIATION STRUCTURAL MECHANIC 01/1998 to 05/2002

#### United States Marine Corps | City, STATE

- Tested components and systems using infrared engine analyzers, compression gauges and computerized diagnostic devices.
- Planned work procedures using charts, technical manuals and experience.
- Adjusted and repaired systems to meet manufacturers' performance specifications.
- Performed troubleshooting and diagnostic procedures to locate source of malfunctions.
- Inspected and verified dimensions and clearances of parts to verify conformance to factory specifications.
- Tracked repair and maintenance activities with daily log updates and thorough reports.
- Updated maintenance and repair logs according to services performed and submitted reports to supervisors for review.
- Reviewed work orders and discussed with supervisors.
- Disassembled units and inspected parts for wear with micrometers, callipers and gauges.
- Performed preventive and corrective maintenance on 8 Marine Corps aircraft and 3 Naval aircraft at the Intermediate/ Operational maintenance level.
- Balanced flight controls for accuracy and safety.
- Attached test instruments to equipment, reading dials and gauges to diagnose malfunctions.
- Utilized hand and power tools to detect and repair aircraft malfunctions and damages.
- Prepared metal parts of requisite measurements by way of fabrication, soldering stretching or shrinking.
- Examined and adjusted protective guards, loose bolts and specified safety devices.
- Executed corrosion control and inspection duties with minimal supervision.
- Used diagnostics and troubleshooting tools to identify failures and equipment issues.

### SEVICE TRAINEE 05/1997 to 12/1998

#### United States Marine Corps | City, STATE

- Identified areas for potential improvement and gave feedback to trainer.
- Handled basic issues and problems under direct supervision, escalating more complex issues to appropriate staff.
- Attended training sessions and meetings to learn new information and develop personal skills.
- Displayed strong telephone etiquette, effectively handling difficult calls.
- Assessed company operations for compliance with safety standards.
- Sought out assistance and asked questions to further understanding.
- Collaborated with senior employees and managers to fill in wherever needed.
- Implemented strategies to take advantage of new opportunities.
- Asked questions about tasks to learn techniques and how to operate without supervision.
- Worked closely with human resources to support employee management and organizational planning.
- Worked alongside senior team members to learn related job tasks and roles.
- Developed essential skills and techniques through diligent practice.
- Entered and filed documents and records into system.
- Tracked project schedules and encouraged teams to complete tasks on time while staying on budget.
- Identified opportunities to assist others and took initiative to seek out additional projects.
- Identified areas for improvement, narrowing focus for decision-makers in making necessary changes.
- Maintained positive working relationship with fellow staff and management.
- Shadowed managers and senior employees to gain experience, noting down observations.
- Worked with senior personnel to troubleshoot and diagnose issues with equipment.

## EDUCATION AND TRAINING

**Maritime Prepositioning Force Course** | Staff Planner, Team Lead 10/2022

**Naval Expeditionary Warfare Training Group, Pacific, San Diego, CA**

**Bachelor of Science** | Workforce Education And Development 12/2020

**Southern Illinois University Carbondale, Carbondale, IL**

- Dean's List for four semesters
- Scholastic Honors Award Recipient
- 3.4 GPA
- Graduated cum laude

**Apprenticeship Program, USMAP** | Computer Operator 12/2020

**The United States Department of Labor, San Diego, CA**

**Joint Forces Staff College** | Senior Enlisted Joint PME II Course 08/2018

**National Defense University, Washington, DC**

**Apprenticeship Program, USMAP** | Airframe Mechanic 06/2018

**The United States Department of Labor, San Diego, CA**

**LSGB, Airspeed** | Green Belt Certification, CPI 02/2015

**Naval Aviation Enterprise, Havelock, NC**

**Joint Forces Staff College** | Senior Enlisted Joint PME I Course 10/2012

**National Defense University, Washington, DC**

**Distance Education Program** | Advance Staff Course 04/2012

**Marine Corps University, Quantico, VA**

**Distance Education Program** | Career Staff Course 02/2011

**Marine Corps University, Quantico, VA**

**Substance Abuse Counseling Program** | Substance Abuse Control Officer 09/2010

**Marine Corps University, Quantico, VA**

**Sexual Assault Prevention And Response** | USMC Uniformed Victim Advocate 05/2010

**Marine Corps University, Quantico, VA**

**Joint Training School (JIT)** | Joint Service Instructor 03/2008

**Center For Naval Aviation Technical Training (CNATT), Pensacola, FL**

**Recruiter, USMC Military** | Canvassing Recruiter 12/2005

**Marine Corps Recruiting Command, San Diego, CA**

**Sales** | Professional Selling 12/2005

**Aviation Global, San Diego, CA**

**Basic Instructor Course (BIC)** | Professional Military Education Instructor 03/2002

**Marine Corps University, Quantico, VA**

**Quality Management Course** | Auditing 11/2001

**Coastal Carolina Community College, Jacksonville, NC**

**Aircrafts and Powerplant Technician** | General Aviation Course 09/2001

**Coastal Carolina Community College, Jacksonville, NC**

**Aircrafts And Powerplant Technician** | Power Plants Course 09/2001

**Coastal Carolina Community College, Jacksonville, NC**

**Aircrafts And Powerplants Technician** | Airframes Course 08/2001

**Coastal Carolina Community College, Jacksonville, NC**

**Aviation Power Plant Engine Course** | T-58 Engine (IMA) Mechanic 04/2001

**Naval Air Maintenance Training Group, Jacksonville, NC**

**Aircrafts Structures Mechanic** 12/1997

**Center For Naval Aviation Technical Training (CNATT), Pensacola, FL**

**Aviation Mechanic Core Course** | Structural Mechanics Hydraulics & Structures A1 12/1997

**Center For Naval Aviation Technical Training (CNATT), Pensacola, FL**

**Mechanics** | Auto Mechanics I & II 06/1995

**Dowell J. Howard Vocational Technical Center, Winchester, VA**

**Instructional Methodology**

**San Diego City College, San Diego, CA**

## ACCOMPLISHMENTS

- Recognized as honorable service member of the Navy and Marine Corps Commendation medal for outstanding management and organizational contributions during three separate periods of service.
- Recognized as honorable service member of the Navy and Marine Corps Achievement medal for performance and team contributions during two separate periods of service.

• [linkedin.com/in/dan-graves-jr-14952b215](https://www.linkedin.com/in/dan-graves-jr-14952b215)

## WEBSITES, PORTFOLIOS, PROFILES