

JESSICA CLAIRE

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(555) 432-1000 - resumesample@example.com

PROFESSIONAL SUMMARY

Highly organized, detail-oriented professional with more than 6 years experience in public service. Versed in policy analysis and program evaluation to promote efficiency and effectiveness. Excellent analytical skills to address complex problems.

SKILLS

- Public policy analysis
- Community relations
- Strong oral and written communication skills
- Training and advising others
- Administrative support
- Excellent organizational abilities
- Exemplary planning and coordination skills
- Ability to work well under pressure

WORK HISTORY

03/2014 to Current **Deputy Director of Constituent Services / Constituent Advocate**

Willis Towers Watson – Austin, TX

- Maintaining a responsive casework system that yields positive, quantifiable results
- Assisting thousands of constituents who request intervention regarding federal matters
- Establishing practices to ensure the flow of incoming cases is efficiently maintained
- Assessing casework system to identify areas for improvement and streamlining
- Training management and staff on office software used for casework, grants, and outreach purposes
- Collaborating with Grants Coordinator to improve grants notification system

09/2010 to 03/2014 **Consultant**

FedEx Office – City, STATE

- Consulted with professionals to provide printing and shipping solutions to various business and marketing needs
- Tracking status and progress of pending orders to ensure timely and accurate completion of pending orders

04/2006 to 07/2010 **Clerical Aide II / Library Paige**

Jacksonville Public Library, City Of Jacksonville – City, STATE

- Provided management with clerical support to facilitate meetings and events
- Collaborated with staff to improve existing work flows, enhance organization, and reduce waste
- Responded to all inquiries from the general public in a prompt and professional manner
- Maintained library's vast online catalogue of print and digital media

EDUCATION

Current **Master of Public Administration & Policy: Online**

American University - Washington, DC

2014 **Bachelor of Arts: International & Global Studies**

University of Central Florida - Orlando, FL

2014 **Bachelor of Arts: Spanish**

University of Central Florida - Orlando, FL

ACCOMPLISHMENTS

- Introduced practices that reduced average caseload from 250 to 70 and increased total number of positive outcomes
- Implemented strategic improvements to better document and track casework and grant results
- Contributed 30% annual increase in documented constituent savings, totaling \$586,450