

JESSICA CLAIRE

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SUMMARY

Goal-oriented Continuous Improvement Technician adept at working with others or alone to accomplish demanding objectives. Self-directed professional able to lead and direct work of others, plan projects and accomplish milestones independently. Offering 5 years of experience and seeking growth-oriented position in fast-paced environment.

SKILLS

- Member service and support
- Human resources liaison
- Customer service and support
- Developing slide presentations
- Faxing documents
- Microsoft
- 10-key proficiency
- Excel spreadsheets
- Data entry documentation
- Customer service orientation
- Data evaluation
- Phone call answering
- Self-directed
- Data entry
- Deadline-oriented
- Charting flows
- Workforce utilization
- Results-oriented
- Inventory control
- Continuous improvements
- Meeting participation
- Performance assessments
- Event and meeting planning
- Staff training
- Purchasing
- Operational improvement
- Problem resolution
- Training employees
- Developing metrics
- Lean manufacturing principles

EXPERIENCE

Scholle IPN - Human Resources Support Service Representative

City, STATE • 03/2009 - 01/2011

- Planned events, meetings and gatherings.
- Prepared 100+ new employee files and structured current employee files.
- Performed customer service functions by answering phone calls daily.
- Reviewed employee time sheets for accuracy and maintained accurate records in company system.
- Managed payroll processing duties, including [Task] and [Task] for [Number]-employee team, consistently meeting all deadlines.
- Managed building access and supplied key cards to employees and visitors.
- Met incoming customers with professional approach and provided friendly, knowledgeable assistance.
- Screened and verified visitors for identification credentials and purpose of visit to maintain security of personnel and office environment.
- Managed and anticipated clerical needs of company employees, including copying, faxing and file management.
- Maintained office safety by screening visitors, updating logs and issuing temporary passes.
- Received incoming packages and mail, dispersed parcels, correspondence and shipped outgoing items daily.
- Sorted incoming mail and directed to correct personnel each day.
- Kept reception area clean and organized to offer positive first impression to every visitor.
- Gathered, sorted, distributed and sent mail and packages.
- Welcomed visitors upon entrance, answered inquires and directed questions or appointments to appropriate personnel.
- Managed and controlled office supply inventory to ensure timely ordering or requisition of depleted or low-level stock.
- Greeted visitors, assessed needs and directed to appropriate personnel.
- Followed security procedures, issued visitor badges, monitored logbooks and reported irregularities.
- Provided administrative support to team members, including making copies, sending faxes, organizing documents and rearranging schedules.
- Answered telephones and directed calls to appropriate staff members.
- Answered and directed incoming calls using multi-line telephone system.

Scholle IPN - Manufacturer Administrative Assistant

City, STATE • 02/2011 - 02/2015

- Tracked and submitted employee time sheets to accounting department for payroll processing.
- Controlled and managed document processes by reviewing files, records and critical information to confirm accuracy and ensure compliance with company policies and procedures.
- Supported departmental operations, including filing, monthly report preparation and vendor requisitions.
- Organized and maintained filing and document management systems, coordinating archiving and purging aligned with company document policies.
- Assisted with administrative tasks, including filing, answering phones and handling incoming visitors.
- Maintained up-to-date department organizational chart.

Scholle IPN - Continuous Improvement Technician

City, STATE • 03/2015 - Current

- Improved data collection and processing for different workflows and processes.
- Devised and led trials to implement new procedures.
- Charted workflows to better understand procedures and identify opportunities for improvement.
- Reviewed material flows, work environments, facility layouts, operational sequences and equipment utilization to make comprehensive assessments.
- Planned and executed 5S Projects.
- Created and optimized work instructions for each position to clarify standards and enhance productivity.
- Prepared and presented findings and recommendation to leadership for use in key decision-making processes.
- Analyzed and reviewed data on metrics such as obsolescence, reliability and lifecycle costing.
- Implemented lean six sigma standards to optimize procedures.
- Created process maps, layouts and material movement plans in support of departmental operational needs.