

# Jessica Claire

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## SUMMARY

Dedicated individual experienced in working with patients suffering from blind and visually impaired disabilities and ailments. Talented at assisting patients with daily living tasks, including access to blind and visually impaired education (K-Higher Education) and advocacy of rights. Committed to improving overall patient well-being and health through personal care, interactive engagement and educational needs.

## SKILLS

- Conflict resolution
- Coordinating services
- Managing records
- Team collaborating
- Advocacy of educational rights
- Blind and Visually Impaired technology access
- Access to Educational materials for Blind
- Higher Education (Associates, Bachelor and Master's Degree) Assistant
- Public speaking

## EXPERIENCE

### DISABILITY ADVOCATE

07/1997 to CURRENT

#### Cognizant Technology Solutions | Atco, NJ

- Documented children's daily actions and activities and took special notes of notable incidents for daily record.
- Transported clients to locations such as medical appointments and group meetings to maintain social connections and meet medical needs.
- Assisted with meal planning to meet nutritional plans.
- Educated parents on how to best care for children with special needs and blind and visually impaired disabilities.
- Ambulated individuals with safe and effective strategies around home, public and medical locations.
- Worked with supervisory medical staff to review cases and improve care.
- Monitored vital signs and medication use, documenting variances and concerning responses.
- Helped clients maintain daily living standards by assisting with personal hygiene needs.
- Prepared healthy meals and snacks per dietary guidelines for disabled children aged birth to adult.
- Performed light housekeeping duties such as, making beds, sweeping floors and sanitizing surfaces.
- Assisted patients with daily personal hygiene such as bathing, dressing and grooming.
- Transported patients to social activities and doctors appointment without accident.
- Administered medication to patients according to strict schedules.
- Recommended plans to teachers, doctors and parents to ensure child health and safety.
- Oversaw and planned schedules by coordinating doctor appointments, exercise routines, recreational activities and family visits.
- Closely monitored child social, behavioral and academic growth.
- Coordinated with doctors and registered nurses to develop care plans for patients.
- Took and recorded patient temperature, pulse, respiration and blood pressure to monitor health statistics.

### VISUAL ASSISTANT FOR BLIND

08/2015 to 12/2020

#### Abbott Laboratories | Fresno, CA

- Developed and implemented strategies to meet needs of students with various disabilities.
- Conducted small group and individual classroom activities with students based on differentiated learning needs.
- Eliminated learning gaps and effectively instructed students by using teaching aids and motivational strategies.
- Delivered specialized classroom instruction to students with developmental disorders.
- Developed IEP to leverage developmental practices and educational theories to achieve educational objectives.
- Developed individual educational plans designed to promote educational, physical and social development.
- Organized and prepared instructional materials, communiqués and reports to facilitate student learning.
- Maintained accurate student records and prepared reports on individuals and activities as required by laws, district policies and administrative regulations.
- Fostered positive and trusting relationships with students to increase engagement.
- Created new programs that resulted in increasing productivity and customer satisfaction.
- Juggled multiple projects and tasks to ensure high quality and timely delivery.
- Worked successfully with diverse group of coworkers to accomplish goals and address issues related to our products and services.

### CUSTOMER SERVICE REPRESENTATIVE

02/1994 to 10/1997

#### Manpowergroup Inc. | City, STATE

- Asked probing questions to determine service needs and accurately input information into electronic systems.
- Informed customers about billing procedures, processed payments and provided payment option setup assistance.
- Assessed customer needs and upsold products and services to maximize employment sales.
- Fielded customer complaints and queries, fast-tracking them for problem resolution.
- Delivered service and support to each customer, paving way for future business opportunities.
- Set up and activated customer accounts to maintain QA satisfaction levels.
- Documented conversations with customers to track requests, problems and solutions.
- De-escalated problematic customer concerns, maintaining calm, friendly demeanor.
- Interviewed customers regarding employment issues and reported feedback to management team.

## EDUCATION AND TRAINING

### Bachelor of Arts | Communication

12/1991

#### SUNY College At Brockport, Brockport, NY