

Jessica Claire

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SUMMARY

Results-driven Supervisor with experience steering and directing all aspects of operations. Practiced in orchestrating multiple projects with competing priorities involving process improvements, safety initiatives and quality control. Recognized and commended for collaborating with upper management to achieve organizational objectives. Motivational Supervisor with [Number] years of experience monitoring, coordinating and allocating employee efforts to achieve organizational goals. Proven track record with continuous improvement, performance growth and schedule management. Dependable [Job Title] with track record of success in field, attention to detail and proactive mindset. Seeks opportunities to improve processes and workflows for team benefit. Conscientious, hardworking and excels at multitasking in fast-paced environments. Analytical professional with technical knowledge and critical thinking skills to thrive in data-driven environments. Tackles challenges with positivity and drive to overcome. Works great alone or with others and consistently exceeds expectations. 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.

SKILLS

- Processes and Procedures
 - Experience in Leadership
 - Program Evaluation
 - Content Management Expertise
 - People Skills
 - Relationship Building
 - Planning & Organizing
 - Team Building
 - Good Work Ethic
 - Customer Service
 - Data Management
- Training & Development
 - Reliable & Trustworthy
 - Computer Skills
 - Supervision & Leadership
 - Critical Thinking
 - Microsoft Office
 - Friendly, Positive Attitude
 - Organizational Skills
 - Problem Resolution
 - Quantitative Skills

EXPERIENCE

SUPERVISOR & DATABASE ADMIN - FACILITIES 03/2013 to CURRENT

Corewell Health | City, STATE

- System Administrator for the Corewell Health East Computerized Maintenance Management System (CMMS).
- Manage the Corewell Health East Service Request Center Call Center
- Create training documents for CMMS end users and provide ongoing training to staff as necessary.
- Develop and implement processes within the CMMS to ensure company compliance with safety standards for Joint Commission, CMS, State/Local Fire Marshall and other AHJ's.
- Maintain positive working relationship with fellow staff and management.
- Resolved customer complaints and adjusted policies to meet changing needs.
- Coached staff members to develop long-term career goals.
- Maintained positive working relationship with fellow staff and management.

OPERATIONS INFORMATION SPECIALIST 03/2005 to 03/2013

Beaumont Health System | City, STATE

- Analyzed program design and logic, making recommendations to support development of new or enhanced systems.
- Collaborated with software development teams to make significant functional enhancements to system.
- Prepared reports by collecting, analyzing and summarizing research information.
- Worked with users and support teams to troubleshoot reported problems.
- Presented technical and non-technical information to peers, managers and executives; working collaboratively across large enterprises and industry sectors.
- Developed and streamlined database by conferring with analysts and programmers to code and retrieve data.

OPERATIONS DATABASE ANALYST 09/2002 to 03/2005

Beaumont Health System | City, STATE

- Addressed service-line requests, conducting troubleshooting to maintain data and network levels of performance.
- Entered data into spreadsheets, documents and databases with high accuracy rate.
- Identified data entry errors and corrected mistakes to achieve near-perfect accuracy in data sets.
- Transferred written information into databases to maintain consistent, accurate client records and project details.
- Sifted through large quantities of data and accurately transferred necessary information to electronic spreadsheets.
- Improved quality of data by producing coherent definitions and data-naming standards.
- Shared incomplete and deficient data sets with supervisors for resolution.
- Discussed project scope and objectives with supervisors to understand particular data needs and develop input guidelines maximizing database impact while excluding irrelevant data.
- Kept detailed notes during meetings and relayed information to co-workers through email.
- Secured essential information and data by running database backups.

DISPATCHER, DATA TECHNICIAN, PAYROLL CLERK 08/1989 to 01/2021

Beaumont Health System | City, STATE

- Monitored dispatch board and adjusted call priorities regularly based on caller needs.
- Kept detailed and updated records of calls in physical and electronic databases.
- Identified locations and needs of callers to accurately send assistance.
- Tracked changes in computer system to keep records current and accurate.
- Communicated with individuals within inbound call center setting to complete dispatch support for [Type] calls.
- Recorded results of service calls to create report summaries for senior management.
- Researched and resolved employee payroll questions and issues via email, phone and in person.
- Oversaw payroll processing to comply with tax laws and court-ordered wage assignments and garnishments.
- Collaborated with employees and supervisors to immediately resolve discrepancies in timesheets.
- Responded to employee inquiries regarding payroll and timekeeping.
- Recorded adjustments to previous pay-related errors.

EDUCATION AND TRAINING

Bachelor of Science | Human Resources Management 12/1988
Central Michigan University, Mount Pleasant, MI