

Jessica Claire

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Professional Summary

Business Manager skillful in monitoring and managing daily business operations with focus on continuous improvement. Decisive and analytical with 3-year history of successful industry and grant implementation performance. Adept at identifying optimal curricula, developing lesson plans and aligning instruction with current learning goals. Good planner, problem-solver and analytical leader with strong attention to detail and sound judgment focused on continuous improvement. Decisive, practical and strategic in leading operations and teams.

Skills

- Client Relationship Management
- Policy Implementation
- Project/Program Management
- Finance and Accounting Oversight
- Sales and Marketing
- Issue Resolution
- Focus and Follow-Through
- Budget Creation
- Regulatory Compliance
- Business Leadership
- Verbal and Written Communication
- Employee Scheduling
- Safety Procedures
- Operational Efficiency
- Strategic Networking
- Site Coordination
- Policy and Program Development
- Admissions Support
- Policy and Procedure Enforcement
- Program Analysis
- Quality Assurance
- At-Risk Student Intervention
- Summary Reports
- Multicultural Leadership

Work History

- 10/2019 to Current

Health Education Program Coordinator

North East Medical Service – San Jose, CA

 - Designed and implemented educational programs and events such as Cognitive Behavioral Therapy Classes for children and adults and Reading courses implemented through golf for children.
 - Entered course assignments and training plans in Paylocity system.
 - Trained faculty and staff to develop courses in Learning Management System (LMS).
 - Managed educational program budget and prepared quarterly reports for our funders.
 - Supported admissions process through application review and student registration.
 - Conducted surveys with students upon course completion to gather feedback for improvement.
 - Attended continuing education workshops to enhance skills and apply new managerial methodologies.
 - Directed day-to-day operations of education program and supervised support staff to delegate assignments and evaluate performance.
 - Interacts with participants and monitors equipment and participant safety.
 - Assists with development and/or delivery of variety of health and wellness activities and promotions.
 - Enrolls new participants and conducts facility, program and equipment orientations.
 - Promotes program offerings and conducts outreach activities to increase participation.
 - Maintains participant files and database.
 - Performs facility maintenance responsibilities; ensures facility and equipment and are stocked at all times.
 - Maintain program calendar including scheduling all classes, meetings, setting up conference calls, etc.
 - Prepare presentations and project related presentations; taking minutes of meetings for distribution to management and other constituents as required.
 - Establishes accessible and supportive relationships with vendors, partners, and participating organizations.
 - Conducts assessments and maintains accurate records, data integrity and/or quality input into CATS database as required for program.
 - Assists with program events planning as necessary and assists with mass electronic and print mailings as required.
 - Facilitates meeting room set-up/ break-down and orders supplies, or food/beverage/condiments as required.
 - Ensures personal and facility appearance meet standards for scheduled activities.
 - Projects and other duties as assigned.
 - Developed partnerships with parents, businesses and organizations to build awareness, increase support and share resources.
 - Designed or used assessments to monitor student learning outcomes.
 - Maintained program files, records, databases and websites to gather research and prepare and submit quarterly reports.
 - Checked on instructor lessons and communication in order to assess quality of education and assistance offered to students.
 - Acquired grants and other sources of funding for educational programs and projects and drafted proposals and agreements to support proper allocation.
 - Coordinated and managed internal projects and assignments to deliver seamless rollout.
 - Cultivated project timelines, documentation, processes and updates to develop and manage tactical plans.
 - Collaborated closely with upper management to drive strategy through development and implementation of new processes.
 - Communicated and explained business requirements to team members to understand and implement functional demands.
 - Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
 - Demonstrated respect, friendliness and willingness to help wherever needed.

04/2020 to Current

Business Manager

Vitas Healthcare – San Antonio, TX

- Communicated with customers and vendors positively with particular attention to problem resolution.
- Oversaw office operations for organization by processing vital documentation, obtaining insurance verification and authorization for services.
- Implemented automation strategies for office operations, correspondence management, schedule coordination and recordkeeping.
- Brought in new business connections and revenue generation opportunities by improving networking strategies.
- Reduced or eliminated different types of financial discrepancies by improving documentation and reporting accuracy for budget and operational controls.
- Trained new employees on proper protocols and customer service standards.
- Assisted in recruiting, hiring and training of team members.
- Interacted well with employees and customers to build connections and nurture relationships.
- Handled problematic customers and clients to assist lower-level employees and maintain excellent customer service.
- Tracked employee attendance and punctuality, addressing repeat problems quickly to prevent long-term habits.
- Drafted invoices for completed work.
- Promoted positive customer experience through day-to-day supervision and management of class facility.
- Negotiated price and service with customers and vendors to decrease expenses and increase profit.
- Built loyal account base and long-term business relationships with all accounts.
- Coordinated leadership workshops to educate team members on best practices to optimize productivity.
- Identified and qualified customer needs and negotiated and closed profitable projects with high success rate.

01/2019 to 05/2021

Administrative Assistant

Oklahoma Mental Health Council – El Reno, OK

- Answered multi-line phone system, routing calls, delivering messages to staff and greeting visitors.
- Executed record filing system to improve document organization and management.
- Scheduled office meetings and client appointments for staff teams.
- Interacted with vendors, contractors and professional services personnel to receive orders, direct activities and communicate instructions.
- Generated reports and typed letters in Word and prepared PowerPoint presentations.
- Handled client correspondence and tracked records to foster office efficiency.
- Developed and updated spreadsheets and databases to track, analyze and report on performance and sales data.
- Supported efficient meetings by organizing spaces and materials, documenting discussions and distributing meeting notes.

Education

- 04/2024

Master of Science: Medical Administration

Rasmussen College - Lake Elmo, MN
- 12/2018

Bachelor of Science: Health And Wellness Management

Rasmussen College - Lake Elmo, MN

 - Dean's List 2018 and 2019
 - Honoree of High Honors

Certifications

- Certificate in Grant Writing, NonProfit Leadership - April 2022-May 2022