

JESSICA CLAIRE

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EDUCATION

Central Texas College
Killeen, TX • 05/2013

Associate of Applied Science:
Baking And Pastry Arts
• Dean's List Spring/2013
• Honor Roll Spring 2013
• Professional Development:
Serve Safe Management
• 3.95 GPA
• Ranked in Top 10% of class
• National Honor Society Member
• Culinary Club Member
• summa cum laude graduate

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SKILLS

- Positive Reinforcement Strategies
- Differentiated Instruction
- Classroom Instruction
- Customer Experience
- Customer Needs Assessments
- Cleaning Techniques
- Behavior Modification
- Food Allergies
- Active Listening
- Reading Comprehension
- Constructive Feedback
- Educational Strategies
- Industry Best Practices
- Office Meetings
- Waste Control
- Hospitality Management
- Behavior Modeling
- Portion Control
- Student Records
- Smart Board Technology
- Positive Learning Environment
- Student Support
- Precautionary Measures
- Proper Storage Procedures
- Group Assistance
- Portion Standards
- Complex Problem-Solving
- Preservation Methods
- Outdoor Activities
- Safety Codes
- Customer Satisfaction
- Individual Support
- Cash Control
- Office Support
- Disciplinary Action
- Safety Practices
- Student Discipline
- Group Classes
- Table Setting
- Rotation Procedures
- Immersive Activities
- Maintaining Clean Work Areas
- Social Studies
- Load Inspection
- Higher Education
- Interactive Learning
- Diverse Audiences
- Cash Register Operations
- Social Perceptiveness
- Continuous Improvement
- Recipe Comprehension
- Calendar Maintenance
- Guest Inquiries
- Revenue Assessment
- Instructional Techniques
- Kitchen Utensils
- Instructional Support
- Restaurant Operation
- Special Requests
- Enrichment Programs
- Student Rapport-Building

CERTIFICATIONS

- Serve Safe Management Certification Training -2021-2026

PROFESSIONAL SUMMARY

Adaptable Culinary Arts Instructor with 4 years of experience. Dedicated to high-standards of student performance in every aspect of the culinary process. Successful at giving step-by-step demonstrations to classes of up to 130 people. Elegant Culinary Arts Instructor with 4 years of kitchen experience. Successful at innovative demonstrations to explain science and nutrition of cooking. Excellent presentation skills to teach preparation of different meals on any budget. High profile leader in food service education and operations, with more than 4 years of corporate and K-16 educational experience. Adept at training and developing staff, meeting local and federal standards for food safety and sanitation and managing food and labor costs. Recognized by industry leaders for supporting and developing culinary, nutrition and foodservice industry initiatives. Enterprising Culinary Arts Instructor with extensive knowledge of International Cuisine for any budget. Adept at meticulously planning and monitoring lessons for a kitchen lab space and classes of up to 130 students. Outstanding eye for detail and to adapt lessons to individual student needs. Motivated Culinary Instructor with integrated technology expertise provides classroom atmosphere conducive to continuous learning and student retention. Demonstrated experience and success teaching adult learners. Promotes student success through timely communication, growth-based feedback and strategy implementation that meet student needs. Reliable employee seeking Server/Cashier position. Offering excellent communication and good judgment. To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

WORK HISTORY

Lincoln Tech - Culinary Arts Instructor
Anniston, AL • 08/2018 - Current

- Supervised students in kitchen lab setting to maintain safety and efficiency targets.
- Developed and implemented creative lesson plans to reach diverse student audience.
- Encouraged students to enhance recipes with personal style.
- Developed recipes to instruct students on [Type] materials and assess progress.
- Taught basic cooking skills during both one-on-one and group classes.
- Trained winning teams to participate in culinary competitions, developing student skills and confidence.
- Taught culinary theory and practice in safe environment, focusing on food production, food safety and restaurant operations.
- Prepared lesson plans for classroom instruction of credited technical and occupational courses.
- Designed hands-on lesson plans for up to 130 students on 45 minutes basis.
- Established standards for instructors in training and classroom management.
- Facilitated ongoing program reviews and continuous improvement efforts and fostered positive learning environment by developing curriculum and instructional support that targeted and engaged all students.
- Supervised and monitored students' use of tools and equipment.
- Observed and evaluated students' work to determine progress, provide feedback and make suggestions for improvement.
- Provided detailed instruction and role modeling for acceptable social and work-related behaviors.
- Engaged students in academic and practical conversations that elicited critical thinking, creativity, collaboration and communication.
- Met training needs with well-organized, factual programs based on contemporary requirements.
- Maintained laboratory with equipment, tools and supplies to meet course needs.
- Planned and documented programs of study meeting individual needs and abilities of students.
- Identified program successes and failures based on student assessments and course reviews.
- Kept updated with developments in subject area curriculum, technical and career trends and teaching resources and methods.
- Maintained documentation on educational services and tracked students' progress to gauge overall success of learning program.
- Provided instructional handouts, texts, audiovisual aids and other materials to facilitate learning.
- Presented lectures and conducted discussions to increase students' knowledge and competence using visual aids such as graphs, charts and slides.

Wendys - Server Cashier

City, STATE • 01/2018 - 07/2018

- Operated cash register for cash, check and credit card transactions with excellent accuracy levels.
- Worked flexible schedule and extra shifts to meet business needs.
- Helped customers complete purchases, locate items and join reward programs.
- Restocked and organized merchandise in front lanes.
- Answered questions about store policies and addressed customer concerns.
- Promoted customer loyalty and consistent sales by delivering friendly service and knowledgeable assistance.
- Collected and authorized payments of guests.
- Worked closely with shift manager to solve problems and handle customer concerns.
- Maintained secure cash drawers, promptly resolving discrepancies in daily totals.
- Reconciled cash drawer at start and end of each shift, accounting for errors and resolving discrepancies.
- Maintained cash drawer of \$1000 or more per shift.
- Mentored new team members on POS system operation, customer service strategies and sales goals.
- Completed inventory counts and ordered merchandise.
- Performed cash, card and check transactions to complete customer purchases.
- Operated cash register to record transactions accurately and efficiently.
- Maintained current knowledge of store promotions and highlighted sales to customers.
- Used POS system to enter orders, process payments and issue receipts.
- Demonstrated product features, answered questions, and redirected objections to highlight positive aspects.
- Lifted up to 50 pounds at once and used forklift to move heavier loads.

U.S. Army Active Duty - Soldier

City, STATE • 02/1996 - 12/2017

- Secured and protected military property, assets and personnel.
- Operated and maintained armored vehicles.
- Implemented tactics, procedures, and techniques for defense systems.
- Performed as fire team member during situational training exercises and infantry dismounted battle drills.
- Engaged targets in low-light conditions with night vision equipment.
- Supported troops completing air missions in training exercises and real-world engagements.
- Trained in small arms, anti-armor and indirect fire weapons.
- Looked after weapons by scheduling and performing organizational and preventive maintenance.
- Upheld code of conduct and maintained professionalism in stressful situations.
- Coordinated with unit leadership and direct superiors for taskings and managed subordinates to execute.
- Trained in conflict resolution among subordinates, equals and superiors.
- Maintained awareness of subordinates' personal problems and shortcomings, supporting personal and professional growth.
- Worked in dirty and uncomfortable conditions, sometimes in dangerous, deployed locations.
- Upheld ARMY dress and appearance regulations for professional appearance.
- Worked weekends and long hours in deployed locations to complete Medical taskings.
- Completed Staff Sargent program upon receipt of E6 as part of leadership development.
- Designated mandatory reporter for sexual assault and responder for suicide prevention situations.
- Responded to reports of irregular activities and notified dispatcher for required emergency units.
- Gave individual evaluations based on fitness and combat readiness.
- Dealt with inter-company conflicts to remove obstacles to troop readiness.
- Attended required training sessions and seminars.
- Assisted in conducting fire drills and evacuating buildings.
- Assigned lower-level custody staff to best suited posts.
- Responded to and assisted in medical emergencies.
- Surveyed company overall health and preparedness.
- Maintained required level of proficiency in use of firearms.
- Memorized Medical policies and led training for company personnel.

LANGUAGES

Spanish:
Negotiated: