

JESSICA CLAIRE

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☎ (555) 432-1000

📍 Montgomery Street, San
Francisco, CA 94105

HIGHLIGHTS

- Reliable and punctual
- Cash handling
- Reliable team worker
- Neat, clean and professional appearance
- Comfortable standing for long time periods
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- Delivers exceptional customer service
- Engaging personality
- Excellent multi-tasker

EDUCATION

Computer Learning Center
Business Course
Sommerville Fork, Ma • 1998

Computer Learning Center
Business School Graduate Basic
Accounting, Webpage Design,
Microsoft Office, Typing,
Networking, Hardware and
Software Installations Honors
Graduate: Business
Honors Graduate:
Networking
Webpage design
Basic Accounting
Microsoft Office
Graphic Design
Database Management

SUMMARY

I have 17 years of customer service experience as a administrative assistant with the Federal Aviation Administration. Throughout my career I have earned several awards, and recognitions for my commitment to people, team player award and Administrative Employee of the year several times. I have also received several awards for arranging organizing and preparing meals for myself for 40- to 60 people for charity lunches that take place weekly ever year from Oct 1st to December 15th (I have been doing this since 2003 in addition to keeping up with my other responsibilities.

Although I have not worked in a restaurant since a teenager, I believe my desire to work, and my exemplary costumer service skills would serve me and the company well in this position.

ACCOMPLISHMENTS

Recognized by peers and management for going above and beyond normal job functions.

- 2014 Administrative Employee of the Year Award
- 2013 Administrative Employee of the Year Award
- 2009 Commitment to Quality, Service, Productivity
- 2007 Commitment to People Group Award
- 2006 Commitment to People Group Award
- 2006 Administrative Employee of the Year Award
- 2003 Administrative Employee of the Year Award
- 2001 Greater Boston Federal Executive Support Personnel Award
- 2000 Greater Boston Federal Executive Support Personnel Award

EXPERIENCE

Federal Aviation Administration - Aviation Safety Assistant
City, STATE • 1998 - 09/2015

- In my position as the Aviation Safety Assistant for operations I perform administrative tasks such as preparing travel arrangements and assisting with investigations by gathering information and drafting correspondence and reports for enforcements, accidents, incidents and complaint investigations,
- I maintain and coordinate the calendars, and schedules for my unit, and maintaining l confidential files, the Facility Emergency Security Plan and the telephone availability list to insure daily office covered.
- I enter payroll data, assist with the labor distribution reports, and insure accuracy on all operation's correspondence before they leave the office.
- Additionally I provide daily customer service and have been awarded customer service awards and recognitions along with 3 administrative employee of the year awards.
- Utilizing my programming, web designing and software education, I have created and maintained several useful SharePoint Databases and forms.
- In order to maintain the reliability of the SharePoint I perform weekly backups, manage users and continuously add new features and information as needed while providing training to all employees on the workings of SharePoint.
- I have received time off awards and other recognitions on three separation occasions for my accomplishments in significantly reducing the workload associated with former tedious reporting processes.
- I have also trained and assisted five other office Employees on the building of their SharePoint databases and on setting up user permissions.

ADDITIONAL INFORMATION

- Other Completed Courses:
- Work Place SAFETY ORIENTATION
- Compliance Philosophy Briefing
- FY15 Information Security & Privacy Awareness Training Course
- OSH Responsibilities
- I am a volunteer at a day care center and have completed courses in safe serving when preparing and serving food. Certificates Achieved.
- Records Management 101
- Annual Ethics Training
- Employee and Labor Relations: Behavioral and Disciplinary Issues and Resolution
- Introduction to Safety
- 2014 Security and Privacy Awareness Training
- Workplace Security Awareness
- Being an Effective Team Member
- Office Safety
- Administrative Professionals: Putting Your Best Foot Forward
- Administrative Professionals: Interacting with Others
- Safety and Health in the Workplace
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SKILLS

Customer Service
Administrative Skills
Highly Motivated