

# JESSICA CLAIRE

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📍 100 Montgomery St. 10th Floor

## SKILLS

- MS Office Suite
- Budget
- Athletic and Job Coaching
- Community relations
- Computer literacy
- Counseling
- Database Management
- Instructor
- Director
- Managing
- Marketing strategies
- Microsoft Access

## EDUCATION

University of Connecticut  
Storrs, CT • 1988

*Bachelor of Science:* Human Development And Family Studies

## PROFESSIONAL SUMMARY

Accomplished Program and Training Manager well-versed in building successful high-risk adult programs im Workforce Development and Higher Education. Advanced in curriculum and course plans to achieve organization program and training objectives being skilled in mentoring, training and contributing to the professional development of adult learners. Proficient in managing budgets and reporting status to stakeholders.

## ACCOMPLISHMENTS

- Increased Retention Rates for High -Risk College Students
- Increased Participant Rates for High Risk Clients

## WORK HISTORY

Salesforce.Com, Inc. - Education Training Manager  
Palo Alto, CA • 12/2020 - Current

- Enroll participants into education, occupational training, and community service activities to support participant life skills, education, and employ ability.
- Provide training and facilitate various modules in Career Path program, which includes motivational sessions, attitudinal training, goal setting; orientation to workplace expectations, conflict resolution, sexual harassment, and communication skills.
- Conduct monthly workshop orientations to increase the participants knowledge base recognizing of adult learning. participants.
- Specialize in resume creation, interviewing techniques, facilitation, and classroom management.
- Ongoing collaboration with Chamber of Commerce, Adult Education, and Post-Secondary institutions for case conferences, feedback, referrals, and continuous support.
- Present information using a variety of instructional techniques or formats, such as role-playing, simulations, team exercises, group discussions, videos, or lectures.
- Organize and obtain training procedure manuals and course materials such as handouts and visual materials to be given to students as needed
- Complete data entry for the following areas: Enrollments, Completions, and Attendance
- Complete weekly case notes to document student progress

Brooklyn Community Services - Workforce Development Manager  
New York, NY • 09/2014 - 12/2018

- Assist Program Director in managing the delivery of a federal Program within the terms, regulations and guidelines set forth by the funder.
- Collaborate with Program Director to in implement all program products to the customers.
- Compile and analyze information and data regarding the program while providing recommendations to improve service delivery.
- Create a recruitment network with community employers, schools, social services agencies, and potential participants regarding the program and all its services.
- Prepare and facilitate weekly client workshops and presentations.
- Provide retention activities to help retain clients in the program while establishing marketing material to recruit participants from designated areas.
- Maintain program records ensuring appropriate documentation is on file and up to date.
- Prepare quarterly written status reports about the program.
- Provide clients with follow-up advisement.
- Create a tracking database to assist with program participation retention rate.
- Prepares written statistical reports to management about program and participants.

Training Instructor & Program Manager - Concepts for Adaptive Learning  
City, STATE • 07/2007 - 09/2014

- Developed, and designed a program for adult clients on computer skills, career counseling, and job seeking marketing strategies.
- Collaborated with community business in efforts to elevate computer literacy for clients in New Haven, Waterbury, Bridgeport, Hamden, and Hartford CT.
- Produced and administered a training computer program for the Microsoft Office Suite.
- Instructed and trained clients on, "How to Start Your Own Business".
- Conducted, analyzed, and interpreted "pre/post" assessments to track program growth and program evaluation.
- Served as liaison for city with professional, business and civic groups, community organizations and individuals.
- Prepared weekly written reports and oral presentations about community service programs.

Gateway Community College - Program Director  
City, STATE • 02/2003 - 06/2007

- Retained and counseled high-risk clients to matriculate in planed four-year program.
- Boosted retention rate for at risk clients from 13% to 87% in four-year period by developing, maintaining, and monitoring records and retention rates.
- Promoted and authored (S.T.R.O.B.E.) Striving to Retain Outstanding Brilliance and Excellence), which is a nationally known retention methodology program, used to address the needs of high-risk clients.
- Employed a systemic and integrated Early Warning System to approach client retention.
- Managed and maintained a balanced budget of\$2,000,000.
- Served as liaison for Program with professional, business and civic groups, community organizations and individuals.
- Prepared weekly monthly, semester, and annual written reports about the status of the service program.