

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Forward-thinking, bilingual professional with 8 years of remote work expertise, and 10+ years of multifaceted experience in operations, sales, and organizational development. Adaptive leader, with a capacity to organize and execute multiple projects in high-stress environments by utilizing a strong technology expertise. Excellent communication and team-building skills adept at forging relationships with internal and external partners.

SKILLS

- UFluent in Spanish
- Communications development
- Change management
- Hiring and recruitment
- Expertise in Salesforce
- Project organization & management
- Sales operations & training
- Employee engagement
- Employee training & on-boarding
- Strategic decision-making
- Relationship Development
- Team Leadership
- Policies And Procedures Implementation
- Solutions Development
- Social Media
- Market Strategy
- Insurance Knowledge
- Process Improvements
- Staff Management
- Sales
- Scheduling
- Budgeting
- Operations OversightHumanHumanH

WORK HISTORY

10/2017 to 05/2020

Consultant

Avalara Inc. – AZ, State

- Monitored social media and online sources for industry trends.
- Curated and segmented editorial content to increase engagement and channel growth.
- Managed contractor teams to generate original content and moderate online community.
- Analyzed and reported social media and online marketing campaign results to engage and strengthen presence.
- Promoted successful outcome of web development strategy by aligning consistent brand messaging and visual designs across all digital outlets.
- Evaluated organizational systems to identify workflow, communication and resource utilization issues and develop improvement plans.
- Streamlined recruiting processes, coordinated new hire orientations and provided onboarding and training for new employees.
- Recruited top talent to maximize profitability.
- Reduced process gaps while supervising employees to achieve optimal productivity.
- Facilitated communication and coordination between employees and management by implementing technology platforms.
- Automated office operations while managing client correspondence, record tracking and data communications.
- Organized, reviewed, and edited training manuals, multimedia visual aids and other educational materials.
- Conducted orientation sessions and organized on-the-job training for new hires.
- Identified plans and resources required to meet goals and deadlines by setting timelines, checkpoints, and coordinating with contractors.
- Transformed video and audio recordings into digital formats for editing and archiving; overseeing all phases of podcast production.
- Played instrumental role in creative planning and review sessions, working with internal teams to elevate quality of content and designs.

08/2013 to 03/2017

Director of Operations

Telerent Leasing Corp. – Syracuse, NY

- Produced regular Salesforce reports to evaluate performance, adjust strategies and maintain agile, sustainable operations.
- Delegated assignments based on sales and operations plans, project needs, and knowledge of individual team members.
- Modernized and improved operational procedures to increase efficiency and profitability while controlling costs and preventing waste.
- Co-created annual budget with CEO, developed comprehensive plan to accomplish company objectives while staying within budget.
- Evaluated sales scripts to identify strategies and resource needs for effective production.
- Optimized operational processes by utilizing Salesforce to address client-specific metrics.
- Resolved all issues efficiently, which in turn enhanced customer satisfaction ratings.
- Analyzed business needs while soliciting customer feedback for process improvements.
- Tasked to increase growth by solidifying workflow processes, strengthening client relationships and improving communications supporting client advocacy.
- Educated management on successful policy implementation and enforcement actions to prevent employee legal entanglements.
- Worked with CEO to structure compensation and benefits according to market conditions and budget demands.
- Created and implemented forward-thinking initiatives to improve employee engagement.
- Streamlined HR efficiencies, coordinated new hire orientations and provided onboarding and training for new employees.
- Served as representative in various community functions to further enhance company image and develop additional business.
- Discovered and resolved complex employee issues that affected management and business decisions.
- Maintained company compliance with all local, state and federal laws, in addition to establishing organizational standards.
- Promoted employee buy-in of organizational objectives by conducting regular meetings for established employees to voice concerns.
- Facilitated onboarding sessions and on-the-job training for new hires, bolstering employee job position knowledge and skillset.
- Supported market expansion initiatives while implementing process improvements to execute demand analysis and drive growth.
- Strengthened operational efficiencies by developing organizational filing systems for confidential employee records and reports.
- Identified and suggested remedies for areas of improvement based on detailed reports and analysis.
- Processed employee W-9 and I-9 forms and managed benefits and leave time.
- Managed payroll data entry and processing for employees to comply with predetermined company guidelines.
- Updated employee files with new details such as changes in address or salary levels.
- Managed quality assurance program, including on-site evaluations, internal audits and customer surveys.
- Resolved conflicts and negotiated mutually beneficial agreements between parties.
- Developed team communications and information for sales meetings.
- Stayed on top of applicable federal and state requirements to minimize legal and financial risks.
- Entered financial data into company accounting database for verification and reconciliation, maintaining accurate and current accounts at all times.
- Proofread and edited materials prepared by staff to correct spelling, grammar, style and ensure brand messaging.
- Drafted internal memoranda for company employees.
- Helped plan and execute company and client events.
- Conferred with sales teams and team leaders to communicate targets, boost revenue and improve strategies.
- Devised and published metrics to measure organization's success in delivering world class customer service.
- Completed special projects by using effective decision making, critical thinking and time management skills.
- Improved customer service initiatives by streamlining sales and order management processes.

03/2012 to 03/2017

Licensed Insurance Broker

Kaiser Permanente – Victorville, CA

- Monitored customer buying trends, market conditions and competitor actions to adjust strategies and achieve sales goals.
- Collaborated with clients to maintain relationships and provide customers with thorough support and guidance.
- Utilized advanced sales skills to overcome objections, persuade clients to purchase policies and close deals.
- Tracked progress of all outstanding insurance claims.
- Analyzed sales volume, retention and loss ratio trends to identify areas for improvement.
- Sought out new clients and developed client relationships through networking, direct referrals, lead databases and cold calling.
- Calculated quotes and educated potential clients on insurance options.
- Reported policy changes and company conditions affecting customer satisfaction.
- Remained impartial in order to advise clients based on circumstances.
- Supported sales, brokers, consultants and underwriters in marketing and sales activities.
- Strategized with clients to create customized insurance policy packages while informing clients of opportunities to protect assets.
- Met with prospective customers and business owners in homes, businesses and other settings.
- Adhered to health and prescription insurance products, delivery systems and claims systems.
- Recommended type and amount of coverage based on analysis of customers' circumstances using persuasive sales techniques.
- Completed special projects by using effective decision making, critical thinking and time management skills.
- Improved customer service initiatives by streamlining sales and order management processes.

12/2009 to 03/2012

Executive Assistant to President

Spiralight Group – City, STATE

- Responded to emails and other correspondence to facilitate communication and enhance business processes.
- Developed and updated spreadsheets and databases to track, analyze and report on sales data and agent commissions.
- Managed external contacts for CEO and kept track of periodic communication needed for priority contacts.
- Functioned as backup in areas of sales, support, and services.
- Obtained revenue and paid invoices by verifying and completing payable and receivable transactions.
- Created and maintained detailed, organized and timely records of transactions to support legal compliance.
- Diminished financial discrepancies and managed monetary transactions, including deposits and credit card transactions.
- Improved sales processes to streamline customer acquisition and onboarding strategies.
- Customized brand message to reach and capture target audience interest and drive engagement.

EDUCATION

10/2020

Master of Science: Organizational Leadership

Colorado State University (Global Campus) - Aurora, CO

- Concentration in Human Resources

10/2020

Certification: Non Profit Management

The NonProfit Times - Morris Plains, New Jersey

08/2012

Bachelor of Arts: Social Sciences

Ashford University - Clinton, Iowa

- Concentration in Education
- Minored in Healthcare Administration

10/2010

Insurance License: Health, Life, Disability, Retirement

State of Ohio - Columbus, Ohio