

# JESSICA CLAIRE

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## 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.

## 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

## 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 coveredaged.
- 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