

# JESSICA CLAIRE

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 Montgomery Street, San Francisco, CA 94105

## SUMMARY

Hardworking Advocate offering deep dedication to meeting client needs. Empathetic and caring and quickly building rapport. Maintain confidentiality with sensitive and health-related matters. Compassionate Advocate with outstanding communication skills. Goes extra mile to provide assistance to victims of abuse through proficient knowledge of court procedures, network of resources, and hard work. Maintain efficient program operations by applying strong document management and resource coordination skills to day-to-day needs. Conscientiously address any need and resolve concerns to promote efficiency and maximize service outreach. Proven relationship-building and planning abilities.

## SKILLS

- Interdisciplinary teamwork
- Quality improvements.
- Patient relationship management
- Program coordination
- Document management
- Customer service
- Relationship development
- Operational improvement
- Team management
- Team building
- Security systems
- Planning and coordination
- Communications
- Problem resolution
- Administrative support

## EXPERIENCE

### City Of Denver - Lay Advocate Roslyn, NY • 07/2020 - Current

- Built trust and rapport with victims of violent crimes by remaining calm and compassionate in variety of situations.
- Attended hearings with victims to provide emotional support.
- Informed victims about legal processes and timelines.
- Skilled in working with victims of violent crime to deal with emotional and financial impacts.
- Collaborated with program specialists and staff to provide each child and family full benefits of program.
- Updated case files to reflect movement of changes, maintaining confidentiality and accuracy.
- Advocated for victims during difficult situations by handling various tasks, including filing police reports and cases.
- Built knowledge of resources available to victims, either through private groups, publicly sponsored programs or community resources.
- Communicated with parents and guardians on ongoing basis including face-to-face meetings, newsletters and phone calls.
- Identified appropriate community resources and provided referrals for services.
- Met with supervisor every Friday to discuss case challenges and brainstorm issue resolution strategies.
- Identified appropriate community resources and provided clients with referrals.
- Made appropriate referrals and follow-up referrals to be certain families received appropriate services.
- Assisted victims with filling out and submitting protective orders.
- Professionally worked with members of press, judiciary and law enforcement.
- Completed reports, paperwork and documentation accurately and on time.

### Amyx, Inc. - 92Fox Oklahoma City, OK • 08/2017 - Current

Petroleum supply specialists are primarily responsible for supervising and managing the reception, storage and shipping of bulk or packaged petroleum-based products.

- Receive and stock bulk and package products
- Issue and dispense bulk fuels and water from storage and distribution facilities to using units
- Select and submit samples to laboratory for testing
- Perform petroleum and water accounting duties
- Operate equipment used with petroleum and water distribution system and multiproduct pipeline system.

### Mississippi Band Of Choctaw Indians - Background Investigator City, STATE • 05/2019 - 07/2020

- Reviewed appropriate records to obtain facts about individuals.
- Ran background checks of individuals to obtain data on character, financial status and personal history.
- Created and submitted reports regarding background investigations, highlighting any special findings.
- Contacted references by phone and in person to validate information.
- Performed credit and financial background checks by contacting financial institutions and agencies.
- Investigated background of claimants and witnesses to uncover past criminal activity.
- Reviewed gathered information to assess or detect issues.
- Produced timely and accurate reports about findings.
- Earned reputation for good attendance and hard work.
- Provided excellent service and attention to customers when face-to-face or through phone conversations.
- Demonstrated self-reliance by meeting and exceeding workflow needs.
- Improved operations by working with team members and customers to find workable solutions.
- Handled all delegated tasks, including producing tribal IDs.
- Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.

### Pearl River Resort - Jr. Administrative Assistant City, STATE • 08/2011 - 03/2019

- Directed customer communication to appropriate department personnel and offered information to resolve inquiries, boosting customer satisfaction.
- Verified operation of office equipment by completing preventive maintenance requirements and calling for repairs.
- Liaised with board members to provide reports, status updates and presentations.
- Entered invoice data into company database and updated details, including customer contacts and delivery dates to keep information current.
- Greeted visitors or callers daily to handle inquiries or direct to appropriate persons.
- Maintained inventory in administrative building supply closet to prevent shortages of supplies.
- Liaised with senior and executive administrative assistants to handle requests and queries from senior managers.
- Monitored attendance records by taking note of staff vacation time, sick days and personal days.
- Developed administrative processes to achieve organizational objectives and improve office efficiency.
- Conducted research using various media sources to obtain relevant data for staff requirements.
- Organized and maintained filing and document management systems by coordinating, archiving and purging files.
- Handled management of communication to executives by taking and making telephone calls, reviewing and prioritizing mail and composing and typing correspondence.

## EDUCATION AND TRAINING

### University of Oklahoma Norman, OK • 05/2021

#### *Master of Arts: Legal Studies To Indigenous People's Law*

Located in the heart of the original Indian Territory, the OU College of Law provides an ideal environment for the study of Native American law and issues concerning indigenous peoples. The M.L.S. in Indigenous Peoples Law builds on the American Indian Law Certificate offered to juris doctor students, but has been specifically designed by the OU Law faculty for non-lawyers whose careers demand an understanding of the complex rules of Federal Indian law.

This program offers an accelerated program (15 months) that can be taken entirely online. This program offers a strong foundation in Native American Law for anyone who deals with contracts,

negotiations or any other issues that demand knowledge of Native American self-governance issues,

policy, regulation or business practice.