

# JESSICA CLAIRE

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## PROFESSIONAL SUMMARY

Perceptive educator with solid record of accomplishment in attaining and surpassing targets during 17-year career. Stay on top of trends in education to maintain modern, efficient systems meeting needs of diverse students. Solid relationship-builder with decisive approach to solving operational problems.

## SKILLS

- Supervision
- Communications
- Team building
- Customer service
- MS Office
- Team management
- Lesson Planning
- Curriculum design
- Adult Education
- Curriculum Development
- Classroom management
- Group and individual instruction
- Technology-based curriculum
- Lecturing

## WORK HISTORY

- 05/2017 to Current **Course Director, Squadron Aviation Resource Manage**  
**Marmic Fire Safety – Tulsa, OK**
  - Boosted effectiveness of department personnel by conferring with Aviation Resource Management Instructors to rebalance classes, increase resource utilization and integrate new technology.
  - Developed team communications and information for weekly production meetings.
  - Managed quality assurance program, including on-site evaluations, internal audits and customer surveys.
  - Conferred with educators to identify current classroom concerns and diversify instructional strategies.
  - Devised strategies to reduce expenses, modernize operations and revamp procedures to improve institution operations.
  - Coordinated primary instructor cadre schedules to guarantee optimum duty coverage.
  - Entered data into Government Purchase Card system, implementing tight safeguards to secure financial and personal information.
  - Used learning management system expertise, customer service skills and analytical nature to resolve customer concerns and promote loyalty.
  - Communicated best practices among on-site and external personnel to align efforts and goals.
  - Applied performance data to evaluate and improve operations, target current squadron conditions and forecast needs.
  - Improved overall financial reporting by streamlining control processes and reporting structures.
  - Evaluated and revised lesson plans and course content to facilitate and moderate classroom discussions and student centered learning.
  - Kept institution financially sound by tracking expenses and maintaining detailed records.
  - Led Operations team in delivery of capstone simulator project, resulting in an field relative course that improving career field training.
  - Educated students on Squadron Aviation Resource Management and Host Aviation Resource Management applying variety of instructional techniques, including hands-on curriculum.
  - Worked with field customers to understand needs and provide technical service.
  - Worked closely with Career Field Manager to develop and implement [Advance Aviation Resource Management](#) curriculum for improved learning and student performance.

- 10/2012 to 05/2017 **Operations NCOIC**  
**Petco – Bend, OR**
  - Drove operational improvements which resulted in savings and improved profit margins.
  - Managed all aspects of administrative and personnel needs of flying operations.
  - Set, enforced and optimized internal policies to maintain efficiency and responsiveness to demands.
  - Supported regulatory compliance by overseeing all audits to verify protocol adherence.
  - Coordinated monthly leadership workshops to educate team members on best practices to optimize productivity.
  - Managed, trained and motivated junior enlisted Airmen and non-commissioned officers to continuously improve knowledge and abilities in Operations field.
  - Discovered areas of improvement by generating bi-annual operational inspection and quality assurance reports.
  - Handled administrative requirements smoothly and efficiently, including maintaining records and submitting monthly reports.
  - Facilitated organized record retrieval and access by maintaining filing system for both in-house and attached paratrooper.

- 08/2006 to 10/2012 **Operations Coordinator**  
**United States Air Force – City, STATE**
  - Protected company assets from loss such as theft or damage by setting and enforcing effective security policies.
  - Identified and resolved unauthorized, unsafe or ineffective practices by inspecting production areas regularly.
  - Set, enforced and optimized internal policies to maintain efficiency and responsiveness to demands.
  - Developed and implemented daily operations plans such as range routes, employee assignments and training strategies.
  - Collaborated with area managers to evaluate needs and optimize operational plans.
  - Oversaw and improved contract retainability estimated worth more than \$1M per year through efficient coordination of universal Air Force operational system and aircrew utilization .
  - Investigated and resolved strategic issues affecting range scheduling, air space and range operations.

- 06/2003 to 10/2012 **Operations, Specialist**  
**United States Air Force – City, STATE**
  - Identified and resolved unauthorized, unsafe or ineffective training requirement by inspecting reports regularly before aircrew step to fly.
  - Worked in fast-paced and high-risk environments while maintaining exceptional standards of excellence for security programs, strategies and plans.
  - Implemented security measures, which resulted in 75% decrease in incidents.
  - Optimized planning and allocation of resources by organizing security and administrative programs, business management operations and inventory control.
  - Assessed ongoing risk factors and suggested improvements to senior management.
  - Kept team compliant with security protocols and appearance standards.
  - Properly implemented regulations, terms and conditions for team of 45 Fighter Pilots using [Go-No-Go Procedures](#).
  - Supervised grounds, employee entrances and exits and security officers on duty.

## EDUCATION

- 10/2019 **Associate of Applied Science: Instructional Technology**  
**Community College of Air Force - Maxwell AFB, AL**
  - Professional development completed in Senior NCO Academy
  - Awarded Non-commissioned Officer of the Quarter
  - Coursework in Instructional System Design
  - Professional development completed in [Joint SNCO PME COURSE II](#)
- 10/2015 **Associate of Science: Aviation Management**  
**Community College of Air Force - Maxwell AFB, AL**
  - Coursework in Host Aviation Resource Management, Squadron Aviation Resource Management and Current Operations.
  - Professional development completed in NCO Academy
  - Professional development completed in [Joint SNCO PME](#)

## ACCOMPLISHMENTS

- Used Microsoft Excel to develop instructor hour tracking spreadsheets.
- Resolved product issue through consumer testing.
- Collaborated with team of 15 in the development of United States Air Force Squadron Aviation Resource Course.