

# Jessica Claire

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## SUMMARY

Intrinsically motivated, detail-oriented professional offering a diversified skill set in education, communication strategies, and customer service. Balances data driven decisions with individual assessments to promote positive experiences and client satisfaction. Actively seeks transition from the field of education to pursue opportunities in a challenging position that fosters both professional and personal growth.

## EXPERIENCE

12/2011 to Current	<div><b>Language Arts Teacher</b> <b>Legacy Traditional Schools</b> – Gilbert, AZ</div> <ul style="list-style-type: none"><li>Heavily contributed as a valuable team member in the collaborations of curriculum development for department trainings</li><li>Observes teammates and offers constructive criticism for best practices</li><li>Designs effective training resources to enhance performance</li><li>Develops and implements training strategies with corresponding curriculum to achieve organization’s goals</li><li>Communicates effectively to address customer situations, promote conflict resolution and increase stakeholder engagement</li><li>Mentors and guides over 100 charges through training while balancing educational, social and emotional needs</li><li>Conducts quarterly performance gap analysis to assess current state and prioritize performance issues based on organizational goals</li><li>Assesses over 500 essays per year while providing individualized feedback throughout each step of the process</li><li>Performs one-on-one customized coaching tailored to individual learning types</li><li>Compiles 100+ individual recommendations per year based on personal observations, assessments and data points which are submitted as evidence for proposed placements</li><li>Coordinates meeting calendars for six-person teaching team in accordance with department-based events</li><li>Collaborates with special education department to ensure legal documents are followed; collecting and collating data metrics and assessing progress</li><li>Implements electronic and paper filing systems for personal files and work associated with over 100 individuals each year including evidence of individual work, assessments, communication, recommendations and modifications</li><li>Planned, coordinated and executed annual overnight event for over 150 attendees per year for four years. Steered the event itineraries, budgeted costs, verified payments, generated all communications, inspected contracts and managed vendors</li><li>Systematized and tracked the overnight event process to compile documents, timelines, contacts, and helpful tips in a centralized location to streamline the process for future supervisors</li><li>Organized yearly local event for over 100 attendees. Regulated all communications, scheduled check points, managed both paperwork and monetary collection, and secured transportation</li><li>Elected as building representative for district’s teacher union. Delegated to disperse information from the union to members in home building, represent members of the union during discussions with administration, and participate in negotiations with administration on behalf of the district’s 500+ staff members</li><li>Served as English department representative for 4 consecutive years Instructional Cabinet, a building-based committee categorized as holding monthly meetings with administration to address concerns and brainstorm improvements to implement for the 70 person staff</li><li>Led Schools to Watch Committee for 5 years to garner a statewide award for achievement in middle level teaching. Accomplished the initial task and re-designation of the award. Evaluated instructional practices. Improved identified weaknesses. Planned for visitations. Produced associated documents for the application. Supervised completion of staff surveys</li></ul>
02/2009 to 09/2018	<div><b>Bar Manager/ Bartender</b> <b>Jefferson Health</b> – Camden County, NJ</div> <ul style="list-style-type: none"><li>Demonstrated the ability to work under pressure/in a fast-paced environment</li><li>Resolved customer complaints promptly and with courtesy</li><li>Delegated duties and tasks to staff to meet objectives and maximize resources</li><li>Assessed development needs to coach and train staff as necessary</li><li>Maintained regular communication with staff and management</li><li>Organized and adjusted staff schedules in accordance with available personnel</li><li>Oversaw accurate cash-out procedures and ensured necessary paperwork was complete</li><li>Ensured adherence to cash management and stock control procedures</li><li>Implemented improvements for products and service</li><li>Served as liaison between owners, suppliers, and sales representatives.</li></ul>
08/2009 to 04/2010	<div><b>Graduate Assistant</b> <b>California University Of PA California</b> – STATE</div> <ul style="list-style-type: none"><li>Reported to three tenured faculty members to assist with daily clerical duties and supported faculty by grading students’ assignments &amp; proctoring student exams for 4 classes</li><li>Provided insight for research project “Police Pursuits after Scott v Harris” for the Academy of Criminal Justice Sciences National Convention in February 2010 by Dr. Richard E. Griffin by creating, distributing, entering, &amp; compiling data from national questionnaires using SPSS.</li></ul>
02/2007 to 02/2009	<div><b>Bar Manager/Bartender</b> <b>McFadden’s Saloon</b> – City, STATE</div> <ul style="list-style-type: none"><li>Managed day-to-day operations including financial reports, overseeing adherence to state codes and regulations, hiring/training/scheduling staff based on seasonal and/or daily events, inventory tracking and ordering responsibilities</li><li>Event planning responsibilities included marketing and promoting regional events, private parties and products</li></ul>

## EDUCATION AND TRAINING

05/2019	<div><b>Certification, Info &amp; Library Science: Media</b> <b>Clarion University of PA</b> GPA: 4.0</div>
05/2011	<div><b>Master of Arts: Teaching: English &amp; Communication</b> <b>California University of PA</b> GPA: 4.0</div>
08/2009	<div><b>Master of Arts: Communication: Rhetoric &amp; Philosophy of Communication</b> <b>Duquesne University</b> GPA: 3.83</div>
12/2007	<div><b>Bachelor of Arts: Communication Studies</b> <b>California University of PA</b> GPA: 3.981</div>

## SKILLS

- Organized
  - Time management
  - Prioritization
  - Multi-tasking
  - Record keeping
  - Goal-setting
  - Detail oriented
  - Collaboration
  - Team player
- Interpersonal communication skills
  - Critical thinking
  - Adaptable
  - Flexible
  - Commitment to continuous improvement and learning
  - Strong Work Ethic
  - Confident
  - Leadership & decisive decision-making skills