

# JESSICA CLAIRE

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## SKILLS

- Strategic Recommendations
- Medical Terminology
- Financial Reporting Coordination
- Operating Plans Development
- Policy and Program Development
- Regulatory Requirements

## EDUCATION

- University of Central Texas  
Killeen, TX • 05/2007  
*Bachelor of Arts Degree:* Business Administration- Management
- Capella University  
Minneapolis, MN • 6/2023  
*Master of Science:* Business Administration - Operations

## PROFESSIONAL SUMMARY

Six Sigma Process Improvement Certified- Green Belt professional seeking a challenging position in the field of Operations Management, Financial Aid Management, or Student Services within a dynamic organization with the opportunity for long-term professional growth.

## WORK HISTORY

- Keiser University - Sr Medical Education Director  
New Port Richey, FL • 04/2020 - Current
  - Establish the strategic plan to ensure Jersey College is the top educational college for the Nursing program
  - oversee the day-to-day operations of various educational initiatives related to content acquisition and user engagement
  - Formalize goals and objectives that align with business objectives; define expectations for direct report(s)
  - Identify barriers to success and develop new processes to optimize workflow
  - monitors and tracks results; develop and standardize a comprehensive view for the executive team based on KPIs for the execution of the business initiatives
  - Participates in key meetings with physician content contributors and institution decision makers where specific challenges need to be addressed with a solution.
  - Provides guidance and counseling to assist in continuous professional development of direct reports, appraising performance, rewarding and disciplining employees, addressing complaints and resolving problems.
  - interview, hire, and train employees
  - monitor compliance and federal regulations with accrediting bodies.
- Hope College Of Arts & Science - Sr. Director of Administration & Operations  
City, STATE • 01/2017 - 03/2020
  - Responsible for the day-to-day operation and cohesive functioning of the various administrative departments
  - Responsible for communicating with the Campus Dean and Main Campus Admissions, Financial Aid, Bursar, and Registration departments regarding potential, current, and graduating student issues
  - Maintain familiarity with internal policies and procedures and abide by regulatory guidelines established by the appropriate organizations
  - Responsible for recruitment, scheduling, counseling, and performance evaluation of all administrative services employees with central campus leadership
  - Oversee invoice processing, petty cash management, deposits, and other reconciliations at the campus level
  - Compile, prepare, and submit all necessary paperwork to Human Resources for new and existing employees as needed or as requested by the Human Resources department
  - Functions as the human resources coordinator for the local Campus
  - Responsible for bi-weekly time and attendance reports, employee files, employee onboarding, and requirements for employment
  - Coordinate all processes involved in on-campus events
  - Advise the Dean on all administrative matters and maintain a proactive approach to maintaining campus physical space, office morale, and internal consistency
  - Facilitate the creation of student-friendly quarterly class schedules in conjunction with clinical availability as directed by the Dean, program directors, and coordinators
  - Facilitate communications between the academic and administrative services of the College to enhance productivity, maintain a positive working environment, strengthen productivity maintain a positive working environment, and improve customer service for students
  - Coordinate and assign activities related to quarterly orientation and graduation, and admission testing (PAX/ATI TEAS)
  - Coordination of student evaluations of courses, services, and faculty
  - Coordination of Hope Campus Facilities safety plan at local campus sites
  - Coordination of monitoring Hope equipment and supply inventory at local campus sites
  - Responsible for fielding non-academic complaints and solving problems as appropriate when campus personnel cannot do so
  - Perform other duties as needed to support the administrative services of the Campus.
- Kaplan University - Financial Aid Operations Manager  
City, STATE • 05/2008 - 06/2017
  - Supervised four sub-teams within the financial department
  - Managed the Electronic Data Exchange (EDE) with the Department of Education
  - Performed satisfactory academic progress procedures
  - Advised students regarding financial aid concerns
  - Assisted in the development, modification, and maintenance of policies and procedures
  - Managed the refund (R2T4) audit process
  - Ensured the financial aid office was properly servicing and processing new and continuing financial aid applications; completed all internal and external reporting requirements
  - Ensured Title IV compliance for the financial aid programs comply with DOE by directing and monitoring operations and using ADHOC guidelines
  - Hire, coach, and train staff members, then follow up with coaching, counseling, and evaluation
  - Experience working with ED Connect, G5, Campus Vue, CPS, NSLDS, and account reconciliation
  - Responsible for the preparation and submission of the annual Fiscal Operations Report and Application to Participate (FISAP)
  - Led the financial literacy program, conducting financial aid presentations
- Kaplan University - Financial Aid Officer  
City, STATE • 01/2006 - 04/2008
  - Perform financial aid processing of Title IV, State, Institutional, and third-party aid
  - Responsible for communicating with students, faculty, and staff regarding financial aid matters
  - Research and resolve student financial aid issues as necessary
  - Assist in the development of policies and procedures for the office
  - Assist the Manager in ensuring the regulatory compliance of Title IV is adhered to
  - Counsel students regarding the financial aid process
  - Worked in an effective team environment
  - Communicated effectively in both written and oral