

# Jessica Claire

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## SUMMARY

Responsible Night Auditor offering expertise in financial administration and hospitality services. Adaptable in handling diverse customer and business issues. Well-organized, reliable and focused on long-term business success.

## SKILLS

- One-on-one and small group instruction
- Verbal communication
- Generating reports
- Progress reporting
- Room inventory
- Performance evaluation
- Light maintenance duties
- Staff leadership
- Reservations
- Delivery scheduling
- Overseeing front desk
- Software upgrades
- Checking guests in and out
- Safety and compliance
- Performing wake-up calls
- Training and presentations
- Supply replenishment
- Quality assurance
- Guest services
- Audit coordination
- System upgrades
- Performance improvements
- Hiring and retention strategies

## EXPERIENCE

**TESTING ADMINISTRATOR** 02/2012 to CURRENT

**University Of California | Santa Barbara, CA**

- Responsible for Administering over 600 computer-based test and certifications through Pearson VUE.
- Attended in-services, workshops and seminars.
- Academic advising for students in various programs.

Completed logs and updated student documents for institutional and personal record keeping.

- Collaborated with students to identify educational goals and initiated strategies to keep plans on track.
- Successfully led key projects which resulted in student development.
- Stayed informed about new resources and learning strategies as well as detailed information about tutoring subjects.
- Instructed small groups of students in key subject concepts (TABPHE - Texas Association of Black Professionals in Higher Education)
- Collaborated with college students to identify educational goals and initiated strategies to keep plans on track.
- Assessed student progress at each session, making recommendations that increased effectiveness of tutoring and lessons.
- Attended training and development courses to improve service offerings.
- Provided test preparation support for routine, standardized and college entrance examinations.
- Taught students how to study, take notes and complete test questions.
- Supported students by identifying and addressing specific concerns.
- Communicated with teachers to provide students with comprehensive support.

**NIGHT AUDITOR** 06/2019 to 02/2020

**Basis.Ed | Prescott, AZ**

- Assisted hotel guests with check in and out procedures courteously.
- Audited and balanced cash and credit transactions daily and reset register for next day's operations.
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- Handled night audit paperwork, verification of daily room occupancy and hotel revenue reviews.
- Completed nightly updates to hotel rates and individual room charges.
- Ran end-of-day computer functions and closed out reports, submitting details to the Supervisor for review.
- Maintained well-stocked and presentable complementary food and beverage station.
- Assisted guests in locating amenities such as casino, gift shop, restaurants, fitness center, pool and spa.
- Monitored reservations to track incoming parties and special events.
- Balanced accounts and conducted nightly audits to maintain PCI compliance and reporting standards.
- Checked auditing discrepancies by reconciling cash drop and credit card transactions.
- Informed travelers of hotel security features and offered details regarding fire and emergency procedures.

**STUDENT ACADEMIC ADVISOR** 01/2006 to 02/2012

**Ucla Health | San Diego, CA**

- Collaborated with students to identify educational goals and initiated strategies to keep plans on track.
- Advised students on course selection, pathways and career options.
- Served as student mentor and counselor for students when academic problems and personal adjustment issues arose.
- Scheduled meetings with at-risk students to discuss methods for improving grades and bolstering learning opportunities.
- Counseled students in career planning, job placement and academic goals.
- Assessed educational needs and incorporated fun and exciting activities to improve students' reading skills.
- Attended training and development courses to improve service offerings.
- Supported students by identifying and addressing specific concerns.
- Taught students how to study, take notes and complete test questions.

**PE TEACHER** 08/2003 to 01/2006

**Texas State Technical College | City, STATE**

- Taught students about concepts regarding fitness, health and well-being.
- Instructed students in classroom settings on specific exercises, team sports concept and overall safety to avoid injuries.
- Devised safe and effective exercise strategies based on knowledge of kinesiology, anatomy and biology.
- Monitored student physical fitness with standardized assessments and devised appropriate individual goals.
- Attended in-services, workshops and seminars.
- Kept school equipment, gyms and fields in good working order.
- Coordinated materials and instructional plans for immersive activities exploring physical fitness concepts.
- Used positive reinforcement method to redirect poor behavior.
- Explored different avenues of learning with students to help each prepare for later educational environments.
- Conducted small group and individual classroom activities with students based on differentiated learning needs.
- Facilitated activities that developed students' physical, emotional and social growth.
- Worked with average of 20 students per class.
- Graded tests and papers and uploaded all grading information to district.
- Delivered clear, informative lectures on subject matter framed to meet state standards.

**STUDENT LAB ASSISTANT** 08/2001 to 08/2003

**Company Name | City, State**

- Helped students master learning concepts through one-on-one and small group tutoring.
- Assisted teachers with lesson preparation and curriculum implementation.
- Tutored and supported students individually and in groups of up to 20 by reteaching and reviewing lesson concepts.
- Conducted special assessments and tutoring sessions to support individual student needs.
- Attended in-services, workshops and seminars.
- Contributed to positive, educational setting by delivering gentle discipline and promoting student success.
- Promoted student learning by providing individualized and small group support to reinforce classroom topics.
- Assisted teachers with instruction and provided clerical support for diverse needs.

## EDUCATION AND TRAINING

**Bachelor of Science | Kinesiology** 05/2001

**Langston University, Langston, OK**

**High School Diploma** 05/1994

**Waco Christian School, Waco, TX**