

# JESSICA CLAIRE

100 Montgomery St. 10th Floor  
(555) 432-1000 - resumesample@example.com

## SUMMARY

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Caring Social and Human Service Assistant supports clinical teams in implementing care plans. Excellent time management, team collaboration and program development skills.

## SKILLS

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- Excellent research skills
- Great team player
- Tactful
- Client management
- Child support laws knowledge
- Document management
- Program coordination
- Quality improvements.
- People skills
- Microsoft Office
- Good work ethic
- Analytical
- Critical thinking

## EXPERIENCE

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### 09/2019 to Current **Child Support Assistant / Genetic Testing Coordinator**

G4s – Sturtevant, WI

- Monitored cases for support order compliance and made adjustments.
- Performed case management tasks to enforce court-ordered child support obligations.
- Used excel and microsoft teams to manage and update electronic case files.
- Executed collection calls and written or in-person interactions to solicit child support payments on overdue accounts.
- Located parents for gaining child support and prepared records of payments.
- Explained policies, procedures and instructions to parents.
- Interviewed involved parties to confirm facts, verify data and locate persons and financial assets.
- Calculated child support obligations and debts.
- Processed legal documents such as summons, bench warrants, wage attachments and liens to prepare materials for trials.
- Researched legal, financial and other records to obtain data needed to secure and enforce child support cases.
- Calculated child support obligations and debts to initiate collection actions.
- Worked in collaboration with local, state and federal departments to obtain documentary evidence and other sensitive information.
- Evaluated income and expense data of non-custodial parents to determine support capability.
- Provided genetic testing to determine paternity needs.

### 05/2020 to 10/2020 **Emergency Responder**

Asrc Federal Holding Company – Avon Park, FL

- Assessed and reported patients' responses to initiated treatment.
- Remained level-headed and proactive during emergency situations.
- Demonstrated dedication to providing quality care through continued training and education.
- Reviewed inventory levels prior to shift and restocked ambulance to prepare for service.
- Assisted with mobilization, ambulation and transport of patients.
- Monitored patient condition and communicated findings to Operation Chief.
- Determined emergency situation and developed plan of action.
- Learned new techniques to better serve patients' needs.
- Kept up with continuing education requirements to maintain certification.
- Followed decontamination and mandatory reporting procedures when dealing with infectious individuals.
- Documented calls in reports detailing incident type and course of treatment.

### 01/2019 to 09/2019 **Team Lead**

Jamba Juice – City, STATE

- Coached team members in techniques necessary to complete job tasks.
- Trained new team members by relaying information on company procedures and safety requirements.
- Worked different stations to provide optimal coverage and meet production goals.
- Evaluated employee skills and knowledge regularly, training and mentoring individuals with lagging skills.
- Established open and professional relationships with team members to achieve quick resolutions for various issues.
- Mentored newly hired employees on operating equipment and safety and developed training manual to use for reference.
- Took on additional job duties during unexpected backlog, resulting in meeting project target date.
- Continuously checked products for quality assurance according to strict guidelines.
- Participated in cross-functional team-building activities.
- Instructed junior team members on protocols and procedures of each station to maximize contributions.
- Prepared detailed reports on updates to project specifications, progress, identified conflicts and team activities.
- Operated material moving equipment to move heavy loads and maintain production levels.

### 12/2018 to 04/2019 **Administrative Assistant Student Worker**

Chaffey College Prison Education Program – City, STATE

- Took and followed detailed directions from others.
- Worked in team environment to maintain high levels of productivity.
- Answered phone calls and routed callers to appropriate personnel.
- Maintained excellent customer service and positive attitude towards guest, customers and fellow teammates.
- Completed clerical tasks such as filing, copying and distributing mail.
- Helped with administrative support by managing incoming calls, coordinating files and sorting mail.
- Managed supplies, processed new orders and maintained inventory organization for team.
- Collected information for staff and entered into computer system.
- Completed research, compiled data, updated spreadsheets and produced timely reports.
- Produced high-quality documents, spreadsheets and presentations for internal and customer-facing needs.
- Volunteered with groups and organizations to help make measurable differences for program recipients.
- Met incoming guests and clients, offering immediate assistance.
- Developed administrative processes to achieve organizational objectives and improve office efficiency.
- Managed physical and digital files, monitored spreadsheets and updated reports to coordinate project materials.
- Directed customer communication to appropriate department personnel.

## EDUCATION AND TRAINING

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### 05/2018 **Associate of Arts: Arts And Huminites**

Chaffey College - Rancho Cucamonga, CA

### 05/2017 **Associate of Arts: Criminal Justice**

Chaffey College - Rancho Cucamonga, CA

### 05/2016 **Associate of Arts: Social and Behavioral Science**

Chaffey College - Rancho Cucamonga, CA

### 05/2015 **Associate of Arts: Communications**

Chaffey College - Rancho Cucamonga, CA