

# JESSICA CLAIRE

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

## SUMMARY

Methodical Director with seven years of comprehensive experience overseeing daily operations of a building custodian team. Hardworking and versatile professional well-versed in executing business strategies, preparing and implementing business plans while strengthening stockholder relationships; self-motivated and customer-focused.

## SKILLS

- Subcontractor scheduling and supervision
- Issues resolution
- Networking
- Recruiting and hiring
- Contract negotiation
- Budget control
- Time Management
- Customer service-focused
- Excellent communication skills
- Project coordination
- Building codes and regulations
- Field superintendent operations

## EDUCATION AND TRAINING

Buffalo State College  
Buffalo, NY • 05/2017

*Bachelor of Science Degree:*  
Individualized Studies (Youth Counseling Administration)

Strayer University  
Washington • 05/2016

*Associates Degree:* Business Administration & Finance

## CERTIFICATIONS

- Life Insurance, Primerica - 2022
- Bases and Subbases for Flexible and Rigid Pavements, American Society of Civil Engineers - Issued Mar 2022
- Best Practices and Lessons Learned from the Design and Construction of Rigid Pavements, American Society of Civil Engineers American Society of Civil Engineers- Issued Mar 2022
- Best Practices for Crack Treatments for Asphalt Pavements, American Society of Civil Engineers American Society of Civil Engineers- Issued Mar 2022
- Change and Claim Management Resulting from the COVID-19 Pandemic, American Society of Civil Engineers American Society of Civil Engineers - Issued Mar 2022
- Construction Manager/General Contractor (CM/GC) Contracting in Transportation Infrastructure Programs, American Society of Civil Engineers American Society of Civil Engineers - Issued Mar 2022
- Lessons Learned from the Design, Construction and Maintenance of Permeable Pavements for Stormwater Management, American Society of Civil Engineers American Society of Civil Engineers - Issued Mar 2022
- Pa State Inspection License Pa State Inspection License, Pennsylvania Department of Transportation (PennDOT) - Issued Nov 2021
- PA State Emissions License PA State Emissions License, Pennsylvania Department of Transportation (PennDOT) - Issued Dec 2021

## EXPERIENCE

**Jones Lange Lasalle Inc. - Director, Building Janitorial Management (Remote)**  
Bedminster, NJ • 12/2017 - Current

- Implemented and prepared comprehensive business plans to expand business.
- Generated reports to review data and issue corrective actions for improvements.
- Met with Stakeholders to analyzed problematic situations and occurrences to provide solutions and facilitate company survival and growth.
- Recruited, hired and trained employees on operations and performance expectations.
- Managed staff, financials and key performance indicators to facilitate business operations.
- Leveraged market knowledge and studied competitive landscape to drive revenue.

**Emerson Electric Co. - Field Services Superintendent**  
New York, NY • 03/2022 - 08/2022

- Managed budgets and evaluated expenditures to keep projects operating according to financial limitations.
- Utilized spreadsheets, calendars and reports to gauge work productivity and monitor progress.
- Scheduled staff and subcontractors to maintain adequate coverage and complete jobs on time.
- Developed and deepened relationships with, Community stockholders.
- Coordinated delivery schedules with vendors and suppliers to optimize resource allocation..
- Developed on-site safety program to support team with risk mitigation.
- Oversaw four teams, project milestone completion and quality of work performed

**Renewal By Andersen - Design Consultant**  
City, STATE • 06/2019 - 06/2020

- Ensured structural integrity of homes by identifying any mold, termite damage, warping, and deterioration
- Worked with client via email, phone and in-person to collect information to complete designs.
- Made sure all ideas were unique and proposed several options to clients suitable to unique needs and requirements.
- Completed accurate and detailed work orders ensuring all measurements, materials, structural detail specifications were clearly communicated to provided installation solutions for the construction crew
- Secured all necessary right-of-ways for applicable county, town, municipal and special-purpose local governments
- Scheduled, coordinated and monitored, measuring technicians, construction crews and any follow up meetings necessary to ensure job completion and customer satisfaction

**Jerome Boykin - Customer Solutions Specialist**  
City, STATE • 07/2014 - 06/2019

- Presented existing and prospective customers with valuable service or product information to aid in decision-making.
- Enhanced productivity and customer service levels by anticipating needs and delivering outstanding support.
- Ensure government contracts are clearly interpreted and maintained to ensure all services were rendered according to contract terms and conditions set by the aggregate parties.
- Improved product knowledge on continuous basis to provide optimal service and achieve sales quotas.
- Utilized job-related software to prepare change of address records and issue service discontinuance orders.
- Exceeded established service goals while leveraging customer service, sales and employee management best practices.