

# JESSICA CLAIRE

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## SUMMARY

Dependable Employee with Several years of experience providing job workflow management and operations assistance to the service department. Successful in building strong relationships with vendors and teammates to accomplish excellent and quick service. Professional when communicating unexpected issues and possible solutions to customers. Personable Service Writer accomplished in coordinating service jobs by distributing among technicians. Focused on customer service by negotiating pricing with vendors as well as navigating insurance and warranty policies. Passionate about solving problems through an in-depth understanding of the service department and customers' expectations. Productive aircraft service professional bringing an extensive history of service and inspection on varied model aircrafts. Aiming to fulfill a role in which to leverage in-depth industry knowledge and a diverse skill set acquired over 6 years of service in the aviation landscape.

## SKILLS

- Cost estimates
- Warranty processing
- Estimating costs
- Complaint resolution
- Retail store support
- Computer proficient
- MS Office proficiency
- Fire extinguishing and oxygen systems
- Ability to identify, install and remove common aircraft fasteners
- Attentive to detail
- Safety protocol knowledge
- First Aid/CPR
- MS Office
- Business operations
- Team building
- Team management
- Communications
- Military maintenance standards
- Problem resolution

## EXPERIENCE

- 05/2018 to 04/2020 **Aviation Maintenance Technician**  
**Vse Corporation** – Fort Bragg, NC
- Completed over 500 aircraft repair work orders each quarter.
  - Cultivated safe and organized work area by maintaining active control over tools and equipment and retaining FOD awareness at all times.
  - Supervised and completed flight line foreign object prevention walks.
  - Recorded all maintenance performance in aircraft logbooks and completed other paperwork requirements as needed.
  - Executed corrosion control and inspection duties with minimal supervision.
  - Executed preventative and reparative maintenance on aircraft electronics and computer systems.
  - Maintained aircraft environmental systems, oxygen systems, fire extinguishing systems and utility systems.
  - Effectively cut costs by troubleshooting systems and reducing black box replacement maintenance.
  - Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.
- 03/2018 to 06/2019 **Service Writer**  
**Nfi Industries** – North Aurora, IL
- Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction.
  - Produced accurate customer estimates and clearly articulated charges to customers to minimize complaints.
  - Achieved and consistently exceeded revenue quota through product and service promotion during routine calls.
  - Consulted with customers to assess service requirements and produce accurate orders.
  - Presented different repair options to customers to help each person make appropriate choices.
  - Compiled customer feedback and recommended service delivery improvements to management.
  - Initiates automotive services and repairs by ascertaining performance problems and services requested; verifying warranty and service contract coverage; developing estimates; writing repair orders; maintaining customer rapport and records.
- 11/2016 to 02/2018 **Line Service Technician/ AMT Technician**  
**Napa Jet Center** – City, STATE
- Consistently providing rites carlton/ disney level or customer service.
  - Maintain all property owned vehicles and customer aircraft. Make repairs to aircraft to airworthy statues per FAA regulations
  - Assist in promoting a culture that respects others, encourages teamwork and encourages accountability while ensuring a passion for safety and overall experience.
  - Works hours as needed to achieve production and customers expectations for their aircraft
  - Operated tugs, fuel trucks and transport vehicles, also providing shuttle services for passengers, luggage and ground crew.
  - Inspected and logged physical airplane conditions and fuel levels to maintain safety and recommend corrective maintenance according to FAA and TSA regulations.
- 08/2013 to 11/2016 **Tire Technician/ Assistant Manager**  
**America's Tire** – City, STATE
- Operate independently and as a team member
  - Maintaining an overall management style that follows company best practices.
  - Resolving customer issues to their overall satisfaction.
  - Supervised and directed crew of 10 plus employees in tracking of tire fatigue, pressure, tread depths and sidewall inspections on all equipment.
  - Maximized efficiency by coordinating changing and rotating of tires.
  - Rotated, mounted and balanced tires on cars, trucks and vans.

## EDUCATION AND TRAINING

- 2016 **Associate in Electronics Engineering Technology: Aeronautical Engineering**  
**Solano Community College** - Fairfield, CA
- 2013 **High School Diploma**  
**Vacaville High School** - Vacaville, CA

## ACTIVITIES AND HONORS

## CERTIFICATIONS

- Licensed certified for completion of work on all commercial and private aircraft under Federal Administration Regulations