

# JESSICA CLAIRE

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## SKILLS

- Community Health & Outreach
- Program Evaluation
- Mental & Public Health Administration
- Organization Development
- Organization Leadership
- Customer Service Engagement
- Personnel Operations
- Data Management
- Fiscal & Budget Management
- Case Management
- Performance Management
- Regulatory Compliance
- Crisis Intervention
- Government Reporting
- SPSS & SAS
- Administrative, Performance Management
- Streamline, Personnel
- Automated Teller Machine, Policies
- Banking, Presentations
- Benefits, Process Improvement
- Credit, Program Evaluation
- Customer Service, Quality Assurance
- Data Management, Quality improvement
- Debit, Reporting
- Financial, Research
- Functional, SAS
- Government, Sound
- Human Resources, SPSS
- HR, Strategic alliances
- Insurance, Supervisory
- Leadership, Written
- Managing
- Meetings
- Mental health
- Monitors
- Organization Development
- Organizational
- Performance Reviews

## EDUCATION

**BRENAU UNIVERSITY**  
Gainesville, GA

*Master of Science:* Organizational Leadership

**GEORGIA STATE UNIVERSITY**  
Atlanta, GA

*Bachelor of Arts:* Sociology

**ATLANTA METROPOLITAN COLLEGE**  
Atlanta, GA

*Associate:* Business Administration

## PROFESSIONAL SUMMARY

Highly motivated Sales Associate with extensive customer service and sales experience. Outgoing sales professional with track record of driving increased sales, improving buying experience and elevating company profile with target market.

## WORK HISTORY

**Curia Inc - Banking Program Manager**  
*Buffalo, NY • 01/2018 - Current*

- Oversees a monthly child support disbursement of over 60 million dollars to Georgia Families.
- Provide effective leadership, clear guidance and appropriate program development and coordination of all day to day financial activities of the Division.
- Manage multiple projects and programs operating concurrently.
- Develop and implement business strategies and plans to meet Child Support objectives.
- Establish and forge relationships with other Agencies to collaborate and facilitate the development and integration of operating program initiatives and activities.
- Directs and Develop efficient methods, internal controls, programs and procedures to improve cost effectiveness, streamline organizational financial structures, and assure conformity with sound management and business principles for the Field Offices.
- Facilitated Statewide Site Audits to all DCSS field offices to evaluate our current practices, identify trends that indicate opportunities, challenges and recommend improvements to our financial processes and procedures to achieve daily operational excellence.
- Analyze all collected data and findings and interpret complex legislative, regulatory, and policy guidance for use in managing Child Support programs.
- Assures Rapid Process Improvement (RPI) Standard Operating Procedures are implemented and followed in all case management practices.
- Consults with Performance Management to ensure effective and proper corrective actions are put in place to increase performance and maintain compliance with all federal regulations.
- Manages all DCSS Operating Account and the Statewide Debit Card Program.
- Monitors and Manage all Child Support Banking Contract development/renewals/amendments.
- Consistently manage multiple Feasibility projects and priorities effectively daily.
- Assists with projects, presentations and assignments as assigned by the DHS Executive Leadership Team.

**Carroll-Heard County Mental Outpatient Clinic - CLINICAL SERVICE SUPERVISOR**  
*City, STATE • 12/2013 - 12/2017*

- Direct and oversee multi-functional program activities involving complex range of Mental health programs.
- Manage multiple projects and programs operations daily.
- Responsible for planning, development and implementation of Process and Improvement projects for the Clinics.
- Analyze collected stakeholder's data and findings and interpret complex legislative, regulatory, policy guidance for use in managing all mental health programs.
- Develop and implement strategies and plans for meeting Clinic objectives.
- Establish and forge relationships with international organizations to collaborate and facilitate the development and integration of operating public mental health program initiatives and activities.
- Oversee all County Case Management duties which included Therapy, Medical Services, Housing Program Assistance, Medical Insurance Provision and Disability Benefits.
- Oversee and Manage a staff of 14 Fulltime Employees, 4 Part-time Employees and 2 Contract Physicians.
- Provide daily guidance, advice and assistance to Clinical Therapists, Case Managers, Administrative Staff, and new hires.
- Oversee and ensured compliance with the CMO providers, Medicaid providers and Parental Court Accountability program.
- Partnered with Quality Assurance Team to develop and update clinical policies, improvement plans, procedures, written material and contractual obligations.
- Oversee all Personnel HR Functions that includes yearly Performance Reviews, Reference Checks, Staff time and Leave reports.
- Develop orientation and training for new Staff and work with Human Resources to recruit and select new Staff for both Carroll and Heard County Clinic.
- Perform audit reviews to identify quality improvement needs and plans and provide recommendations based on research findings and product performance.
- Participated in other Supervisory meetings as assigned.

**Christ The King Day Habilitation Center - PROGRAM COORDINATOR**  
*City, STATE • 01/2010 - 01/2013*

- Supervised/trained tellers, developed strategic alliances, and solicited business accounts.
- Performed monthly Branch and Vault Audits.
- Supervised all daily operations, opened/closed the branch, secured vault, and daily m the Automated Teller Machine.
- Managed and coordinated daily banking activities i.e.
- ACH authorizations, credit card reconciliations, deposit transfers, bank reversal requests, fees and journal entries.
- Reconciled weekly debit card transactions, disbursements, research/correction of disbursement errors & reversals.
- Handled employee personnel performance and developed improvement plans.
- Resolved escalated customer issues in a timely manner.
- Increased branch's revenue by 200% annually.
- Consistently exceeded both branch and individual's goals monthly.
- Won the quarterly Employee Excellence Award multiple times.