

JESSICA CLAIRE

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SKILLS

- Customer service
- Data Analysis
- Data Collection
- Leadership
- Research skills
- Bilingual- Spanish
- Word Processing
- Spreadsheet development
- Database Entry
- Scheduling
- Event Planning
- Office Supply Ordering
- Scheduling and calendar management
- Records management
- Customer relations and communications
- Paperwork drafting
- Project planning
- Filing and data archiving
- Employee timesheet processing
- Office management
- Sorting and labeling
- Presentation design
- Customer and client relations
- Social media knowledge
- Administrative support
- Sales support

EDUCATION

King City High School
King City, CA • 06/2018

High School Diploma

- Graduated in Top 10% of Class
- Honor student status all four consecutive years
- Graduated with 3.89 GPA
- Distinguished AP Scholar
- Member of Advanced Placement program Courses
- Member of ASB
- Member of Leadership Club
- Elected Class of 2018 Student body President all four years
- Head of Public Relations Committee in Leadership
- Member of EOP
- Member of FFA
- Certified in Meat/ Produce Safety
- Distinguished CSF honor student
- Completed over 250 hours of Community Service within Monterey County
- Received King City Rotary Academic Scholarship
- Received Several community funded scholarships

University of California - Davis
Davis, CA

No Degree: Sociology

- First Generation Low Income University Student
- Entered with Sophomore Class standing
- Awarded Deans Honor List standing and recognition all 3 consecutive quarters.
- Received 3.89 GPA
- Completed over 62 Units in one year
- Majored in Sociology with an emphasis in Social Work
- Professional development completed in Counseling/ Social Counseling
- Member of MEChA, CASA jr Advocacy program & Juvenile Delinquent Support Center
- Coursework in Social Work, Political Science and Human Development
- Officially withdrew from this University due to personal circumstances, and finical instability.

Hartnell College
Salinas, CA • 05/2020

Associates Degree For Transfer: Sociology

- Majored in Sociology-Social Work
- Graduated summa cum laude Valedictorian
- Member of National Honors Phi Theta Kappa Society
- Graduated in Top 5% of Class
- Graduated with 4.0 GPA
- Dean's List both consecutive Semesters 2019-2020
- Member of TRIO
- Member of Sociology Club
- Member of Student Life Resource Center
- Continuing education in Behavioral Sciences at California State University Monterey Bay

PROFESSIONAL SUMMARY

Organized and dedicated Administrative Assistant with proven track record of providing exceptional customer service in fast-paced environments. Offering keen attention to detail and strong decision making skills to manage multiple, concurrent tasks. Self-motivated work ethic with ability to perform effectively in independent or team environments. Efficient Administrative team member with strong history of providing top-notch clerical support and operational assistance to support staff needs. Diplomatic communicator and self-motivated worker with decisive nature necessary to manage independent work. Experienced in coordinating documents, supplies and project resources. Outgoing and friendly receptionist delivering customer service and administrative excellence, including public interaction. Excels in calendar management, scheduling, data-entry and database administration.

WORK HISTORY

Boise Property Management - Life Skills/ Academic Resource Tutor
Memphis, TN • 06/2016 - 08/2017

- Though the Tutor and mentor program set up by King City High School, I was able to offer vital resources in alleviation of academic stress, beyond the school environment and provide personal assistance with school work such as math, reading and English writing.
- Developed skills in counseling methods, communication and organization.
- Researched several resources available in the community to my students and peers.
- Assessed current reading levels and planned optimal educational strategies to help students improve comprehension skills.
- Created special handouts, study guides and assessments to evaluate and boost student knowledge.
- Supported teacher instruction by discussing concepts and creating custom practice questions.
- Tracked learning progress in order to identify opportunities to enhance tutoring methods and help students achieve academic goals.
- Provided one-on-one and small group reading instruction to over fifteen students falling behind in comprehension reading skills.
- Educated students on study tips and exam strategies.
- Crafted effective learning plans to address students' writing weaknesses and strengths.
- Structured activities for interactive learning, including word analysis, reading understanding and fluency skills.
- Motivated students towards learning and studying to build self-confidence and reduce anxiety of failure in writing.
- Integrated technology into sessions to further enhance student learning.

Monterey County Agricultural & Rural Life Museum - Intern/Tour Guide/Cashier
City, STATE • 06/2017 - 07/2018

- Interned for one year, as a tour guide, sales associate, and history preserver in files and documentations.
- Learned how to speak publicly at various events, gathered and completed historical research within Monterey County
- Created a museum exhibit and displayed it, as well as publicly presenting
- Independently guided tours at a County park and Historical Museum
- Filed and prepared Microsoft documents and Excel sheets
- Provided customer service, and cashier roles / duties
- Built personal relationships with guests to promote positive experiences.
- Worked closely with management staff of MCARLM to create new and lucrative tours.
- Answered questions, pointed out important features, and offered further details about special exhibits to educate visitors.
- Developed tour programming to enhance guest experiences.
- Provided information through narratives on various sites throughout King City area, relaying little-known stories to provide interest.
- Researched and studied on topics that pertained to tour locations so that such information could be added to scripts.
- Resolved conflicts and negotiated mutually beneficial agreements between parties.
- Monitored social media and online sources for industry trends.

Monterey County Agricultural And Rural Life Museum - Office Administrative Assistant
City, STATE • 10/2019 - Current

- Conducted thorough research using diverse resources to assist professional staff with routine and special project tasks.
- Drafted professional memos, letters and marketing copy to support business objectives and growth.
- Developed and updated spreadsheets and databases to track, analyze and report on performance and sales data.
- Created and updated physical records and digital files to maintain current, accurate and compliant documentation.
- Managed office inventory by restocking supplies and placing purchase orders to maintain adequate stock levels.
- Transferred and directed phone calls, guests and mail to correct staff members.
- Provided clerical support to company employees by copying, faxing and filing documents.
- Answered telephone calls to field inquiries from clients, vendors and various other callers seeking information.
- Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance.
- Received and routed business correspondence to correct departments and staff members.
- Kept physical files and digitized records organized for easy updating and retrieval by authorized team members.

Rob Cullen's Farmers Insurance Agency - Property & Casualty Insurance Customer Service Rep
City, STATE • 06/2020 - Current

- Kept records accurate, detailed and fully compliant with reporting requirements to meet all state, local and federal housing requirements.
- Processed security deposit refunds.
- Responded to messages and inquiries from various parties and used well-developed active listening and open-ended questioning skills to promote quick issue resolution.
- Conducted annual reviews of existing policies to update information.
- Met with customers to provide information about available products and policies.
- Called potential clients to set up appointments according to mutual availability.
- Directed clinical support of actuarial, underwriting and claims management in identifying and managing client specific risks and risk trends.
- Recommended type and amount of coverage based on analysis of customers' circumstances using persuasive sales techniques.
- Calculated quotes and educated potential clients on insurance options.
- Calculated premiums and established payment methods for sales.
- Extremely knowledgeable of company insurance products and services to advise customers on appropriate choices.
- Sought out new clients and developed client relationships through networking, direct referrals, lead databases and cold calling.