

JESSICA CLAIRE

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Summary

Effective at researching curriculum, locating vendors and coordinating the use of new educational materials. Good relationship-builder and organizational skills paired with a forward-thinking and hardworking mentality. Dedicated to maximizing the success of classroom instruction by using first-rate materials and teaching strategies.

Results-driven Education Coordinator successful at managing all facets of education, including selecting materials, training teachers and planning activities. Excellent communication and planning skills with an adaptable approach to problem-solving. Prepared to off 10+ years' experience in the field to a challenging new role.

Skills

- Curriculum Planning
- Lesson Planning
- Vendor Relations
- Staff Training
- Database Management
- Performance Evaluations
- Materials Preparation
- Training Seminars
- Microsoft Office
- Friendly, Positive Attitude
- Team Management
- Team Building
- Problem Resolution
- Critical Thinking
- Data Management
- People Skills
- Relationship Building
- Computer Skills
- Organizational Skills
- Supervision & Leadership
- Active Listening
- Conflict Resolution
- Good Work Ethic
- Planning & Organizing
- Reliable & Trustworthy

Experience

Education Coordinator, 07/2019 to Current

Central Lakes College – Le Sueur, MN

- Attended seminars, workshops and conventions to remain current on educational research and statistics impacting educational standards.
- Planned and facilitated relevant, needs-based professional learning tools, resources and educational materials to enhance teaching skills.
- Chose and implemented program curricula and collaborated with instructors to align teaching strategies to meet educational goals.
- Coached teachers to improve instructional practices through professional development, modeling instructional strategies and feedback.
- Observed teachers to assist with planning and classroom instruction methodologies.
- Collaborated with supervisors to examine effectiveness of program and instruction.
- Delivered training to staff and instructors on curriculum, documentation and instructional techniques.
- Counseled students on personal, academic, vocational and behavioral issues and actualized plans to remove obstacles to success.
- Recruited, trained and evaluated part-time staff and volunteers; directed professional development activities.
- Delivered system-wide orientation, training and support programs for new teachers.
- Developed and implemented instructional programs.
- Conducted weekly groups to support teachers in developing positive behavioral tools and skills.
- Researched curriculum options, sourced vendors and negotiated supply plans.
- Organized program development events emphasizing individual donor and corporate cultivation.
- Represented organization at more than [Number] job fairs each year.

IT Manager, 07/2019 to Current

Fifth Wall – Fresno, CA

- Recommended hardware and software acquisitions to help users assess needs and justify equipment and services.
- Developed and maintained processes and technology roadmap to achieve business objectives.
- Identified and acted on opportunities to improve and update software and systems.
- Assessed system needs, improved design processes and enabled systems to align more closely with business expectations.
- Maintained strong knowledge of applicable regulations to guarantee that designs, operations and IT systems met those requirements.
- Supervised and trained [Number] computer operator trainees, both onsite and remotely via internet and intranet, promoting full staffing with trained and knowledgeable employees.
- Trained and managed employees and conducted performance evaluations.
- Created and enforced information technology budget.
- Communicated with [Job title]s to support company growth and optimize processes.
- Coached, trained and developed [Number]-member team to handle crisis situations with poise.
- Taught and supervised [Type] team employees, coaching, motivating and disciplining to optimize results.
- Implemented multiple software conversions, desktop setup and staff training.

IT Support Specialist, 07/2019 to Current

Belfor – Byron Center, MI

- Oversaw equipment and system operations, surveying for potential security vulnerabilities and upgrade needs.
- Supported new infrastructure planning and deployment to meet organizational expectations.
- Identified problems in printers, scanners and networking hardware, applying required fixes or escalating issues.
- Maintained working knowledge of current hardware and equipment by completing required training and reading applicable literature.
- Performed walk-throughs for new hires to aid in technological onboarding processes.
- Delivered local and remote Tier 1 IT support for hardware and software to company personnel.
- Developed self-help tools, user assistance documents and training initiatives to execute overall business technology plans.
- Devised incisive workarounds and resolutions for IT-related problems.
- Delivered remote assistance for technical issues using screen sharing, mouse and keyboard control and other tools.
- Maintained up-to-date case documentation for future reference.
- Served as first point of contact for incoming technical service calls and emails.
- Stayed abreast of latest software developments to enhance job knowledge.
- Troubleshoot hardware issues and worked with service providers to facilitate repairs for end users.

IT Administrator, 07/2019 to Current

Daily Harvest – New York, NY

- Directed daily assignments and process workflows.
- Met with users, vendors and technicians to determine computing requirements.
- Met with stakeholders to collaborate and resolve problems.
- Provided company users with tech support for IT problems and account maintenance.
- Managed backup, user account and helpdesk systems.
- Assigned and reviewed work of IT project managers, systems analysts and developers.
- Evaluated organization's technology to recommend upgrades for hardware and software.
- Maintained knowledge of advances in information technology systems and applications.
- Examined metrics and prepared IT project progress reports.
- Recruited, trained and supervised IT department staff.
- Controlled operational IT budget and expenditures within department parameters.
- Communicated relevance of organizational goals, policies and procedures to IT department staff.
- Analyzed workflows and established priorities for daily operations.

Education and Training

Bachelor of Arts: Criminal Justice, 05/2006

San Francisco State University - San Francisco, CA

Associate of Arts: General Studies, 05/1998

City College of San Francisco - San Francisco, CA

- President, Treasurer, and Chaplin of Phi Kappa Tau Epsilon Theta Inc. Fall 2004 – Spring 2006
- President, VP of Admin., and VP of Inner Club Council for CCSF ASC Fall 2000 – Spring 2002
- Who's Who In Junior College award for two consecutive years Fall 2000 – Spring 2002
- President & ICC Rep of African American Achievers Club Fall 1998 – Spring 2000

Languages

English:

Negotiated:

Spanish:

Negotiated: