

Jessica Claire

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SUMMARY

Results driven Operations Manager with 23 years of experience leading and training teams. Proven ability to develop, streamline , implement process and procedure. Well versed in managing all aspects of procurement, scheduling, project management, budget analysis, and system design review by utilizing technical knowledge with meticulous attention to detail. Broad industry experience includes Production, Smart Home Automation, Audio & Video, Security, Surveillance, Light Control, Shade Solutions and Control Systems through all phases of the project life cycle from sales to transition to service. Strong managerial attributes, time-management and communication skills. Well versed computer skills and extensive knowledge on both PC and Mac.

HIGHLIGHTS

- Savant, Crestron, Control4 and Lutron trained, knowledge of IOT and smart home devices, system design, electrical engineering, low voltage and networking.
- Excellent working knowledge in infrastructure, engineering and implementation of entire whole home solutions to include lighting control, shading systems, audio, video, surveillance systems, security, control systems, network infrastructure, access control, and related technologies.
- 17 years of successful leadership experience and training from military and DOD organizations.
- Analyze installed AV equipment and control systems for ease of operation and effectiveness.
- Skilled in the usage of: Windows and Apple based platforms, Microsoft Word, PowerPoint and Excel.
- Expert on customer relationship management and networking.
- Excellent organizational planning, project management and communication skills.
- Strong work ethic, highly motivated, self-disciplined.

EXPERIENCE

PROJECT MANAGER/OPERATIONS MANAGER

03/2019 to 03/2022

Swisslog | Oslo, MN

- Successfully Managed the close out of \$20 Million in projects in the past 33 months to include closing out The Independent high rise tower in downtown Austin, TX that resulted in approximately \$5 million in revenue. Seen through to completion over 140 projects closing out over \$20 Million in revenue.
- Created and implemented a Fleet Management Program for approximately \$1 million in fleet assets that resulted in increased uptime, and an accurate holistic view of fleet operating expenses, and 100% safety compliance.
- Created and implemented a weekly training program consisting of weekly 1 hour course consisting of internal led and vendor led events open to all company departments fostering a culture of cross-trained teams as well as opening up additional potential career paths for teams members.
- Developed a Key Control Program securing access to over \$3 million in company assets by documenting and monitoring chain of custody of all keys.
- Coached and Mentored team of 14 production and project coordination members increasing efficiency, overall margin and total output of teams.
- Regularly partnered with engineering teams to improve system design based on lessons learned from the field as well as identifying ways to increase field efficiency from streamline designs and drawings.
- Created Checklists for field activities and site walks to assist field teams improving time management and lowering error rates.
- Created Forms and SOP's for Project Managers and Operations to improve the use of time, budget, and lowering error rates.
- Created standard engineering deliverables checklists for project coordinators and PM's to follow during process flow execution.
- Partnered with Engineering to include data from field on true costs of internal D-Tools packages to improve business profitability and proper allocation of resource hours.
- Created and implemented SOP for substantial completion that included identifying punch-list items, collection of final billing, client tutorials, and transition to service before leaving site.
- Streamlined SKU count for High Rise Tower Projects by 30% identifying SKU's that accomplished the same end result with lowered costs, increased operational efficiency and creating additional space for other SKU's critical for project completion.
- Identified logistical inefficiencies while PM for The Independent High Rise Tower correcting and improving tower processes doubling weekly output of individual condo project close outs.

STORE MANAGER

03/2018 to 03/2019

Cspi | Tampa, FL

- Responsible for achieving sales revenue increase from \$20K a month to \$250K per month in the first 12 months of new store opening.
- Was instrumental in building Control4 certified show room.
- Design and integrated low voltage specialty systems in residential and commercial environments.
- Integrated smart devices to communicate with one interface for ease of use by the end user.
- Conducted wireless site surveys to design and optimize network infrastructures.
- Interpreted electrical and mechanical schematics, blueprints and diagrams.
- Conducted room acoustic analysis, designed critical listening environments and home theater.
- Troubleshoot and diagnosed system malfunctions developing timely courses of action of repair.
- Planned and presented training for local design center to develop peers.
- Visited client's homes, conducting consultations, developing budgets, and proposing systems.
- Generated scopes of work detailing product, hardware, system design, signal flow, methods of device communication, final look and feel of the system.
- Acted as single point of contact for clients before, during, and after consultation, sale, and installation.
- Hands on and personal care with client management, developing relationships ensuring the client experiences World Class Service.
- Solid understanding of general electrical and construction principles executing projects according to current National Electrical Code and Uniform Building Code standards.
- Responsible for store merchandising, Area of Responsibilities, personal developments and other operational duties as assigned.

SYSTEM DESIGNER

12/2015 to 12/2017

Fidelity Investments | Alpharetta, GA

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AUDIO ENGINEER AND INSTALLER

09/2006 to 03/2015

Army | City, STATE

- Consultation with project managers to assess acoustical requirements for live sound events both indoor and outdoor.
- Coordination with producers and artists to determine positioning, adjusting, tuning and operation of recording and amplification.
- Applied technical knowledge to achieved desired results and vision of artists objectives
- Monitoring and detection of sound quality deviation or malfunction, Anticipating and correcting audio related issues.
- Maintaining and repair related equipment.
- Audio editing and mix down to include 5.1 audio.
- Trained students on the use of DAW's two most widely taught, Pro Tools and Ableton.
- Integrating (synchronization) of pre-recorded audio (dialogue, sound effects and music) with visual content.
- Re-recording and synchronizing audio (post-syncing).
- Mixing and balancing speech, effects and music.
- Creating and altering sound effects for use in films, television, etc.
- Assessing acoustics of a performance area and assembling and operating the necessary equipment.
- Consulting with producers and performers to determine sound requirements.
- Selecting, positioning, adjusting and operating equipment used for amplification and recording.
- Applying technical knowledge of sound recording equipment to achieve the determined artistic objectives.
- Recording sound onto digital audio tape or hard disk recorders.
- Monitoring audio signals to detect sound-quality deviations or malfunctions.
- Anticipating and correcting any problems.
- Maintaining and repairing sound equipment.
- Support and maintain video conference equipment and audio systems.
- Analyze installed AV equipment and control systems for ease of operation and effectiveness and make recommendations for upgrading or replacing systems and equipment.
- Maintain conference room, event AV systems and equipment, including mixers, mics, and various recording equipment.

SQUAD LEADER

1996 to 08/2011

Company Name | City, State

- Led military police teams in support of battlefield operations.
- Coordinated training schedules and filed crucial administrative paperwork.
- Lead military police squad, medium-sized section (12-24 people), detachment, or platoon.
- Assisted in planning, organizing, directing, supervising, training, coordinating, and reporting activities of subordinates.
- Organized work schedules, assigned duties, and instructed personnel in techniques and procedures.
- Evaluated personnel performance including monitoring improvements and custom planning for advancement for each subordinate.

EDUCATION

Bachelor of Science | Audio Engineering

2015

The Art Institute of Austin, Austin, Tx

Graduated ahead of peers.