

# JESSICA CLAIRE

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## SUMMARY

Passionate with commitment to supporting clients in all aspects of cases. Excellent communication and relationship building skills with diverse audiences. Friendly and engaging with strong team collaboration abilities. Hardworking Advocate offering deep dedication to meeting client needs. Empathetic and caring and quickly building rapport. Maintain confidentiality with sensitive and health-related matters. Professional Advocate skilled in providing services to children and families in need. Established long-lasting connections with families to achieve goals of health and self-sufficiency. Excellent interpersonal skills, tact and diplomacy. Compassionate Advocate with outstanding communication skills. Goes extra mile to provide assistance to victims of abuse through proficient knowledge of court procedures, network of resources, and hard work.

## SKILLS

- Interdisciplinary teamwork
- Document management
- Quality improvements.
- Program coordination
- Patient relationship management
- Coordination
- Active listening
- Conflict resolution
- Clerical
- Microsoft Office
- Organization
- Analytical
- Supervision
- Communication
- Organizational skills
- Computer skills
- Problem resolution
- Critical thinking
- Working collaboratively

## EDUCATION AND TRAINING

**Southern Methodist University**  
Dallas, TX • 09/1985

MBA: Surgical Nursing

**University Of Monticello**  
Monticello, AR • 05/1982

Associate of Applied Science: CPA

## EXPERIENCE

### Great Circle - Advocate

*Independence, MO • 03/2019 - 01/2021*

- Built knowledge of resources available to victims, either through private groups, publicly sponsored programs or community resources.
- Attended hearings with victims to provide emotional support.
- Made appropriate referrals and follow-up referrals to be certain families received needed services.
- Supervised team of 1 volunteers, delivering in-depth training and mentoring.
- Met with supervisor every day to discuss case challenges and brainstorm issue resolution strategies.
- Updated case files to reflect changes, maintaining confidentiality and accuracy.
- Assisted participants in achieving financial goals by creating spending plans and budgets.
- Identified appropriate community resources and provided clients with referrals.
- Advocated for victims during difficult situations by handling various tasks, including filing police reports
- Skilled in working with victims of violent crime to deal with emotional and financial impacts.
- Worked with participants to prioritize spending and meet monthly bills and rent obligations.
- Identified appropriate community resources and provided referrals for services.
- Completed reports, paperwork and documentation accurately and on time.
- Built trust and rapport with clients by delivering information on services and supporting client decision making.
- Responded to hotline calls, offering assistance and support information after assessing needs.
- Assisted victims with filling out and submitting protective orders.
- Participated in meetings to help clients prioritize actions and establish short- and long-term goals related to issue.
- Collaborated with program specialists and staff to provide each child and family full benefits of program.

### Triplelift - Campaign Manager

*Detroit, MI • 05/2017 - 11/2020*

- Established specific policies and outlined stances in written statements.
- Fundraised and networked with party donors to meet monetary goals.
- Worked with vendors to maintain strong relationships and negotiate contracts.
- Filled campaign positions and defined all individual roles.
- Generated traditional media coverage for special events.
- Oversaw team of 5 professionals using budget to create 15 ads each month.
- Wrote strong advertising copy for use in email blasts, social media posts and online ads.
- Created promotions campaigns that drove strategic initiatives and raised awareness of new products.
- Devised updates to company online presence, including main business website.
- Increased traffic to by developing and implementing attention-grabbing plans.
- Established and enforced sales goals to boost team success.
- Developed relationships with voters and provided individualized customer service to maintain longevity of accounts.
- Cold called more than potential voters each and maintained 100% conversion rate on leads.
- Maintained advertising calendar to keep projects on task and meet deadlines.
- Developed presentations and other materials to illustrate campaign performance for use in management meetings.
- Managed campaign development, creative designs and ad tracking.
- Trained and mentored newly hired employees to provide better grasp of job responsibilities and expectations.
- Led meetings to address issues and deliver recommendations for effective resolution.
- Supervised team of 20 people by delegating daily assignments and prioritizing tasks.
- Oversaw team of account managers to maintain high levels of satisfaction.

### Crouse Hospital - Secretary

*East Syracuse, NY • 04/2015 - 11/2020*

- Strengthened operational efficiencies and traceability by developing organizational filing systems for records, agendas and reports.
- Requisitioned office supplies, assisted in payroll, performed recordkeeping and tracked time cards for all departmental office employees.
- Aided board of directors during executive decision-making processes by generating reports to support direction for corrective actions and improvements.
- Verified operation of office equipment by completing preventive maintenance requirements and calling for repairs
- Scheduled conferences and associated travel arrangements, including hotel, airfare and ground transportation.
- Created agendas, meeting notes and other documents to enhance collaborative process.
- Received and routed incoming calls and correspondence to promote timely communication.
- Created and updated spreadsheets to track and data for use.
- Drafted and corrected professional business letters, internal memoranda and less formal email communication.
- Sorted and distributed business correspondence to correct department or staff member, reducing dropped communications and enabling faster responses to key requests.
- Revised and maintained master calendar for client appointments.
- Kept office equipment functional and supplies well-stocked to promote efficient operations.
- Coordinated communications, including taking calls, responding to emails and interfacing with clients.
- Opened, sorted and responded to routine correspondence on behalf of business leaders to facilitate communication and streamline processes.
- Verified operation of office equipment by completing preventive maintenance requirements and calling for repairs.
- Composed, proofread and distributed clean and professional business correspondence and internal team communications.
- Assisted production and distribution of memos, newsletters, email updates and other forms of communication.
- Established clear and consistent administrative procedures to minimize errors and avoidable delays.
- Checked office supplies stock and placed orders to maintain levels.
- Prepared packages for shipment by generating invoices and setting up courier deliveries.
- Documented and shared meeting minutes.
- Managed multiple calendars and contacts within .
- Processed accurate payroll for [Number][Number] staff and submitted direct deposits with .
- Planned and executed corporate meetings, lunches and special events for groups of employees.
- Completed supply orders and maintained appropriate levels of office supplies.
- Maintained organized filing system of paper and electronic documents.
- Supported projects with effective scheduling, document coordination and resource coordination.