

# JESSICA CLAIRE

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## SUMMARY

Dedicated employee with several years of experience working with businesses and partners to meet the training needs in our area. Dedicated to collaborating with others to provide quality training opportunities. Established relationships statewide with economic developers, continuing education deans and directors, and Department of Education. Extensive knowledge, experience, and responsibility within the college system. Strive to provide good customer service with a positive attitude.

## SKILLS

- Proficient in Creating and Maintaining Schedules
- Individualized Support
- Outcomes Tracking
- Vocational Education
- Training Program Administration
- [Committee Name] Committee Member
- Partnership Development
- Social Skills Development
- Organizational Skills

## EXPERIENCE

- 01/2021 to Current    **Director of Adult Education**  
**Navarro College** – Waxahachie, TX
- Officially given title of Director of Adult Education; however, had been handling most director duties since 2009 and prior to that attended many meetings with former director due to my responsibilities as MIS reporting contact
  - Attend monthly continuing education deans and directors' meetings through Zoom or face-to-face with other community college staff
  - Member of the several sub-committees for continuing education deans and directors' group; collaborate on special projects with Department of Education, IACCT, DOT
  - Advise continuing education department staff on program development and assist with issues that arise within their programs
  - Monitor GAP, PACE and GEER eligible programs and funding. Serve on state committee to promote program successes
  - Continue serving as the Business, Industry, and Workforce Prep Coordinator and all duties involved with that position as well
- 06/2004 to Current    **Business, Industry and Workforce Prep Coordinator**  
**Blessing Health System** – Keokuk, IA
- Work with SWCC economic developer, county developers, and area industries to provide customized training programs
  - Collaborate with SWCC VP of Instruction, credit faculty, and non-credit instructors to develop and design non-credit programs that can lead to employment and/or articulate into credit programs
  - Collaborate with local and state partners on new and continued training initiatives
  - Serve on local, state, and regional committees for state-wide training and conferences
  - Schedule state mandated and recognized courses
  - Coordinate and monitor wide range of online and traditional trainings in multiple areas of interest
  - Manage multiple budgets for the department
  - Oversee department database system and work with vendor on support issues
  - Monitor data entry and prepare data for MIS state year-end reporting for non-credit
  - Design promotional materials and advertisements for continuing education programs
  - Manage room scheduling for internal and external facility use requests
  - Assist with technology and basic troubleshooting for office staff
- 05/1998 to 05/2004    **Office Manager/Assistant Coordinator**  
**Southwestern Community College District** – City, STATE
- In addition to my office manager/secretary duties I assumed the many of the responsibilities of the business coordinator as he was not replaced when he left
  - The programming duties were in the areas of state mandated and required licensing continuing education.
- 07/1984 to 05/2004    **Secretary**  
**Southwestern Community College** – City, STATE
- Assisted coordinators and director in skills necessary for effective department operations
  - Preformed data entry and processed data for MIS year-end reporting
  - Processed class registrations and payments
  - Prepared daily deposits to business office
  - Prepared department invoices for business office
  - Assisted with participant check-in for continuing education programs
  - Processed instructor payroll to submit to business office
  - Prepared promotional material for upcoming events for all areas of programming in continuing education
  - Handled internal and external room use requests and communicated set-up needs to appropriate staff
  - Served as a test proctor for GED testing
  - Assisted with several pilot projects for Department of Education on new test scoring and tracking procedures
  - Answered the phone and provided customer service assistance to program participants
  - Performed other general office duties such as filing, typing, replenishing supplies, processing incoming and outgoing mail, and preparing bulk mailings.

## EDUCATION AND TRAINING

- 11/2010    **Bachelor of Arts Degree: Leadership**  
**Bellevue University** - Bellevue, NE
- 05/2003    **Associate of Arts Degree**  
**Southwestern Community College** - Creston, IA  
college in the evenings while working full-time at Southwestern and raising a family. Courses of study included speech, English composition, Spanish, history, math, and science. Inducted into Phi Theta Kappa Honor Society
- 06/1984    **Secretarial Diploma: Office Occupation**  
**Southwestern Community College** - Creston, IA  
Classes included typing, accounting, office procedures, records management, shorthand, word processing and business communications. Participated in state and national office professional competitions. Participated in on-the-job training activities at local electrical company and Southwestern Community College, continuing education office
- 05/1983    **High School Diploma**  
**Murray Community School** - Murray, IA  
Took general studies courses with an emphasis on office work. Served on state high school library board. Participated in band and future homemakers of America.

## ACCOMPLISHMENTS

- Served as a board member, president, conference planning chair, and awards committee chair for Iowa Association for Lifelong Learning
- Conference planning committee member for seven state regional association - Missouri Valley Adult Education Association
- Advisory board member for Small Business Development Center at Southwestern
- Advisory board member for state DOT driver improvement program
- Advisory board member for Department of Education OWI program
- Former Murray city council member
- Previous co-owner of a convenience store in our local community for five years
- Currently actively supporting Murray Community Schools serving as a volunteer for the football program as a member of the sideline chain crew for all home games
- Previously served as a member of the after school program advisory committee and athletic booster club.

## CERTIFICATIONS

Community college liaison for Department of Education with School Training Solutions (online platform provider for the School Transportation Operator Program (STOP) training for new school bus drivers).