

Jessica Claire

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PROFESSIONAL SUMMARY

Versatile Managing Director with proven abilities across all levels of organizational management. Talented in developing partnerships, overseeing personnel and developing tactical plans to meet strategic goals. Proven leader with significant background in Travel and Operations.

SKILLS

- Operations Oversight
- Budgeting
- Recruitment
- Process improvements
- Strategic planning and execution
- Staff Management
- Business Management
- Budget development
- Critical Thinking
- Inventory management
- Implementation, SAP

WORK HISTORY

CONSULTANT 04/2022 to CURRENT

Manhattan Associates | Paris, TX

- Collaborated with department leads to define, strategize and analyzed problematic venue locations and provide recommendations and solutions.
- Renegotiated travel contracts resulting in over \$300,000 in annual savings
- Implemented practices and procedures to reduce expenditures and increase savings.
- Developed process improvements and long-term business strategies through analysis of staff, hotel and talent feedback
- Gathered, organized and input staff and talent travel into Aventri to track savings
- Created monthly forecast templates and resource management allocations for approved tentpole events and publicity junkets
- Educate department leads on corporate travel policy to ensure staff remain in compliance
- Provide exemplary customer service to new and existing clients, resulting in lasting relationships and hotel discounts
- Maintained over 20 Ad Sales Accounts for 8 years
- Identified client, staff and talent issues, analyzed information and provided solutions to problems

DIRECTOR OF OPERATIONS 03/2021 to 09/2022

Ambulnz | Florence, SC

- United with Chief People Officer (CPO) to establish development of best practices, improve efficiency of operations and implementation services that affect both internal staff and external clients
- Implemented Clear recruiting system enhancing productivity of recruiters
- Created and Implement Wondros Recruiting Process
- Created and executed COVID19 office protocols
- Developed and support the effectiveness of the department's management team through collaboration, leveraging resources and teamwork
- Ensure that managers recruit, develop and retain staff consistent with business needs.
- Assumed accountability for the direct oversight of Operations, HR, and, IT.
- Prepared and monitor Human Resources budget for sufficient capital in order to achieve near-term growth targets.
- Served as point of contact on the Wrike Requisition Request system implementation
- Created and provide Hiring Managers with Job Description as needed
- Served as final HR approval in Wrike, designate approved recruitment requisition to best fit recruiter to fulfill position and manage the process.
- Managed and work with hiring managers and teams to fill open Project Base and Staff Positions as well as identify and correct pain-point in recruiting process.
- Oversaw the hiring of 150 freelance employee within 2 week for special projects
- Compiled recruiting information regarding scope, timeline, tasks, dependencies and develop detailed new hire project plans (e.g., using Wrike, MS Project, Excel, or other project planning software)
- Facilitated meetings and written program/project updates with key internal project team members, and leadership through creation of e-mails, decks, and status slides. Prepare meeting agendas, document meeting outcomes and next steps. Ensure next steps are actioned, following up with key stakeholders, as needed
- Assist with escalated issues on priorities, goals, strategies, resources and key initiatives considering employee, business and company perspectives
- Served as the liaison between team members to determine the Arientos objectives and manage resources effectively and efficiently in advertising agency environment
- Provide leadership in development, design, implementation, and ongoing management of ADP system
- Analyze workflows, delegate goals and manage software.
- Work with team members to ensure technicians are complying with communication policies and procedures

CONSULTANT 01/2011 to 03/2021

Manhattan Associates | Atlanta, GA

- Oversaw the implementation of Concur travel and expense system
- Establish maintain and coordinate internal resources and third-party vendors (JCE, Young Bull) for flawless execution of projects
- Ensure that all projects are delivered on-time, within scope and within budget
- Execute daily and weekly analysis to ensure corporate procedures are balanced
- Manage changes to project scope, project schedule and project costs using appropriate verification methods
- Track project performance, specifically to analyze successful completion of short and long-term goals
- Partner with department leads to develop change management strategies
- Track and report project status; communicate regular updates to department leads
- Reconcile four (hotel, air, car, tent pole) BET Corporate Ghost Credit Card statements by allocating the cost to the corrected department, talent, or event
- In addition, retrieve receipts, folios, and invoices for statement back up
- Execute project deliverables utilizing HR PMO tools, templates and methodology
- Established and track processes and procedures for travel reimbursements
- Oversee processing of reimbursement requests
- Audits expense reports for specific policy compliance and recover funds owed to the BET Network
- Create and maintain comprehensive project documentation for production
- Create and maintain comprehensive project documentation
- Expert with Production dates and location
- Sourcing for hotel, extended stay providers, as well as ground transportation providers
- Audit hotel contracts for tent pole events (BET Awards, Soul Train, Hip Hop, Honors)
- Submit contracts in Bala (Legal system)
- Serve as onsite hotel point of contact for group
- Internal coordinator and main point of contact for housing management for medium/small-sized meetings and events
- Serve as the housing point of contact for talent and their rep's
- Prepare rooming list for upcoming events by tracking cost-center, talent, and employee hotel stay
- Ensures that all hotel charges are pre-approved and have a valid department code pre- and post-events to streamline bill allocation process
- Reconcile rooming list against actual folio
- Process refunds
- Prepare monthly Journal entries
- Prepare reports, schedules and other documentation related to travel activity
- Respond to audit requests from various sources regarding travel reimbursements
- Prepares reports by collecting, analyzing, and summarizing data

EDUCATION

Associate | Business Administration
Strayer University, Oxon Hill, MD

AFFILIATIONS

Toastmasters