

Jessica Claire

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SUMMARY Currently, A supervisor in the United States Navy as a Lead Aviation Structural Mechanic and Tool Control Program Manager, with a secret security clearance. Presently, pursing a bachelor's degree in Cyber Security at Saint Leo University.

- SKILLS**
- Guest services
 - Inventory control procedures
 - Merchandising expertise
 - Loss prevention
 - Cash register operations
 - Product promotions

EXPERIENCE **AVIATION STRUCTURAL MECHANIC EGRESS** **06/2017 to CURRENT**

Tufts University | Taunton, MA

- Work center supervisor of the Aviation structural mechanic work center and Tool Control Program Manager.
- Account for, train, and led 83 personnel to excellence in over 22 different licenses, certifications, and qualifications.
- Maintained and inspected more than 1600 maintenance evolutions, which led to 72 F/A-18 Aircraft being in direct support of qualifying 832 fleet replacement aircrew.
- Completed 677 missing, broken, and lost tool reports with zero discrepancies, while managing over 3,400 tools, valued over 160K, in which was reflected in 100% accountability and zero inspection hits during the 2021 Maintenance Program Assessment.
- Performed daily postflight and preflight inspections.
- Inspected, removed and replaced components of hydraulic systems and replaced gaskets and wipers in hydraulic components.
- Maintained various aircraft systems, including air conditioning, cabin and cockpit heat and pressurization and ventilation.
- Tracked repair and maintenance activities with daily log updates and thorough reports.
- Serviced all types of aircraft systems, including brakes, air handling and electrical.
- Completed daily inspections of each aircraft to check flight readiness.
- Installed and rigged ejection seats, shoulder harnesses, lap belts and face-curtain mechanisms.
- Executed corrosion control and inspection duties with minimal supervision.
- Effectively cut costs by troubleshooting systems and reducing black box replacement maintenance.

NATIONAL SECURITY FORCES

11/2018 to 02/2020

Amita Health | Tulsa, OK

- Detected and reported unauthorized personnel and activities.
- Applied extensive training in law enforcement and combat tactics to protect stateside and international bases.
- Patrolled via motorized vehicles, all-terrain vehicles and walking.
- Answered non-emergency and emergency calls for assistance.
- Organized, processed and disseminated information via two-way radio.
- Operated speed measuring, drug and alcohol and breath test devices to promote driving safety.
- Provided oversight, guidance and assistance to commanders with industrial security programs.
- Conducted operations using various light and heavy infantry weapons and tactics.
- Cared for personnel in medical trauma situations as first-response to emergencies.
- Prepared incident and complaint reports, desk blotters and other related local correspondence in Department of Defense database.

PHARMACY TECHNICIAN

02/2014 to 06/2017

Walgreens | City, STATE

- Consult, assist, and fill/refill controlled and over-the-counter medications for patients
- Conducted 4 semi-annual audits, ensuring 100 percent accurate count on controlled inventory
- Engaged and resolved over 1200 insurance billing issues, which led to our pharmacy being recognized as the most time sensitive pharmacy in Georgia's eastern region when distributing prescriptions.
- Teamed with peers, technicians and pharmacists to prioritize and complete orders.
- Created new customer profiles and updated demographics, allergies and new medications in pharmacy computer systems.
- Assisted pharmacist with clearing high volume of prescriptions and responded to customer questions.
- Inspected medication storage locations to monitor drug expiration dates and supply adequate inventory.
- Received and verified daily incoming drug inventories, reported discrepancies and logged items into inventory system.
- Prepared prescription transfers to other pharmacies.
- Cross-promoted supplement and nutritional products to maximize add-on sales.
- Used 8-point check system to verify labeled prescriptions.
- Maintained strict patient confidentiality to adhere to HIPAA regulations and avoid data compromises.
- Verified patients' identities at pickup to prevent sale of wrong medications.
- Maintained clean and organized pharmacy shelving and work areas.
- Efficiently processed cash register transactions for new and refilled prescription orders.
- Adhered to regulatory guidelines for workplace safety and customer confidentiality.
- Consulted with customers via telephone or in-person to assist with navigating pharmacy systems and completing requests.
- Prepared pricing and instruction labels for placement on prescriptions.
- Closely inspected medications to determine accuracy of identities, strengths and purities.
- Processed prescription transfer requests from competitors.
- Educated patients on prescription instructions and answered questions regarding drug side effects.
- Requested scripts from doctors and verified insurance and coding.
- Merchandised related products to drive pharmacy department sales.

CLAIMS ADJUSTER

06/2013 to 11/2016

Adjuster Resource | City, STATE

- Adhered to company and insurance client's guidelines in claims processes, estimate writing and claim closures.
- Recommended settlement offers and negotiated payment arrangements.
- Conducted interviews, gathered detailed information and completed field investigations.
- Obtained necessary information to complete proper evaluation of injury claims.
- Drafted statement of loss to summarize damages, payments and underlying policy coverage.
- Completed required investigations on referred files within established timeframes.
- Identified and collected evidence and determined value to specific claim to properly assess conditions.
- Analyzed first reports of loss and underlying file material to determine if claim was suspect.
- Contacted injured parties and legal representatives to negotiate final settlements for claims.
- Investigated potentially fraudulent claims with focus on thoroughness, quality and cost control.
- Reduced loss ratios through fair and prompt processing of claims.
- Conducted claim and estimate re-inspections.
- Kept up-to-date on changes in regulations for deductibles and collections.
- Explained premiums owed to policyholders, agents and underwriters.

EDUCATION AND TRAINING **Bachelor's degree | cybersecurity** **01/2023**

St. Leo University, St. Leo, FL

GPA: 3.3

- ADDITIONAL INFORMATION**
- Awards , Navy and Marine corps achievement medal (2021) Blue jacket of the year (2020) 2