

# Jessica Claire

Montgomery Street, San Francisco, CA 94105  
(555) 432-1000 - resumesample@example.com

## SUMMARY

Administrative Expert\*Employee Advocate Leading with consistent work ethic, attitude and professionalism HIGHLY SKILLED AND SUCCESSFUL PROFESSIONAL with solid and diverse experience in comprehensive military and civilian leadership settings. Currently seeking to leverage academic background with professional expertise to secure a challenging and rewarding position in Business Management with a company that is established and poised for growth. Demonstrated proficiency in Human Resources and Financials with outstanding ability to effectively oversee complex projects from conception to completion. Articulate and dynamic leader demonstrating professionalism while handling various organizational functions. EFFECTIVE COMMUNICATOR AND LEADER with MBA and BA in Accounting. Organized and detail oriented exemplifying professionalism, with an astute ability to manage multiple projects and tasks under high-pressured circumstances. Administrative leader, utilizing innovative management and leadership strategies to facilitate team development and project execution. Highlighted leadership qualities and the ability to work with and manage individuals from diverse and cultured backgrounds, while promoting team values.

## HIGHLIGHTS

- New employee orientations
- Microsoft Office Suite expert
- Human resources audits
- Staff training and development
- Quickbooks
- Maintains confidentiality
- HR policies and procedures expertise
- Exceptional communicator

## ACCOMPLISHMENTS

Audited an HRIS database and received special recognition with a “Thank You Award.”Leadership

- Served as key contributing member to Leadership team.

Maintained 100% accountability of a large section of equipment worth over \$50,000,000 during multiple overseas deployments.

Documentation

- Wrote and edited documents to keep staff informed on policies and procedures.

Process Improvement

- Created new departmental procedures manual.
- Assessed organizational training needs.

Protective Services

- Applied safety procedures and policies as outlined in Department Safety Manual.

## EXPERIENCE

2003 to 10/2014

### Aviation Electronics Technician

State Of Nebraska – Big Springs, NE

- Winner of numerous awards for training and supervising military personnel in the completion of >2,000 maintenance exercises, as well as receiving inspector qualifications for primary and cross-trained rate of aviation electrician's mate.
- Awarded for implementing innovative electronic travel claims processing system and coordinating the phase-out of an out-of-date legacy system, saving the US government >\$500K.
- Successfully captured accounting errors placed on orders, preventing a substantial financial loss of >150K.
- Maintained position of Equal Opportunity Manager (EOM) for 4 years, conducting organizational climate surveys to assess trends and problematic areas - developing affirmative action to address immediate concerns.
- Also responsible for EO policies and issues; EEO coordination; Conflict Management; Inspections, Investigations, and Reports.
- Tasked as Department Training Specialist, ensuring on-time delivery of stringent training programs.
- Relevant Skills and Areas of Expertise Employee Scheduling, Staff Training and Development, Budget Development, Compliance, Interpersonal Relation Effective Communications, Strategic Analysis, Expense Reporting, Troubleshooting Techniques, Critical Thinking AP/AR, Work Flow Planning, Cash Flow Analysis, Revenue Generation, Cost Control, Business Strategies Transitional Core Competencies Execute management skills, facilitating operations and business development while managing client relations.
- Provide organizational direction with exceptional ability to gain and maintain trust, building cohesive relations across multiple organizational platforms.
- Commendable interpersonal, organizational, multitasking and management proficiencies.
- Collaborate effectively with support staff to provide effective leadership, delegating important tasks and assignments while providing timely follow-up to ensure task completion.
- Develop departmental budgets and pricing strategies; providing financial management, document control, communications and revenue projections.
- Direct classification studies successfully designed to identify duties and responsibilities assigned to various employee positions.
- Ensure effective execution of administrative, HR, accounting, and financial aspects of related operations, while meticulously analyzing and presenting pertinent information to senior staff, personnel and other relevant parties.
- Manage comprehensive, complex human resources management procedures such as personnel administration, and/or staff development, classification, selection and recruitment, compensation, training and employee benefit programs.
- Received Navy/ Marine Corps Achievement Medal for leading team of Operations and Mobilization Specialists in the completion of over 1,500 Navy Reserve order submissions, 2,300 Defense Travel authorization and voucher audits, and creating a database for mobilization tracking.
- Utilize Naval Aviation Logistics Command Management Information System Optimized for OMA for maintenance planning, scheduling, and ordering of parts and supplies.
- Maintained corporate portal and external webpage ensuring accurate, relevant data for staff and clients.
- Command Drug and Alcohol Program Advisor, facilitated Alcohol Awareness training, managed Alcohol Abuse Program, and administered aftercare program for dependent sailors.
- Identified, collected, and organized data from multiple sources to be evaluated for mobilization and fiscal purposes to be used on daily, monthly, quarterly, and ad hoc reports.
- Using critical thinking skills provided Operations Management of avionics shop of 35 personnel.
- Performed periodic expense budget review and analysis.
- Coordinated inter-departmental plan for contacting and screening over 500 personnel identified for potential mobilization with 100% accuracy.
- Unit Manager for database of secure profiles for service members deploying to critical areas.
- Evaluate information to determine compliance with standards, using relevant information and individual judgment to determine whether events or processes comply with rules and regulations.
- Maintain knowledge of the practical applications of engineering science and technology, including application of principles, techniques, procedures and equipment to the design and production of equipment.
- Collaborate effectively with senior management, engineers, technicians and various personnel.

11/2000 to 2003

### Collections Manager

Hca – Tallahassee, FL

- Oversaw management of collections; providing leadership, training and performance analysis to ensure staff proficiency and compliance with all applicable laws governing debt collections.
- Established personal financial plans by effectively interviewing clients to determine income status, present expenses, financial objectives and risk tolerance.
- Developed, implemented and improved collection strategies and work plans to optimize collection performance and minimize expenditures.
- Created a positive cash flow by successfully negotiating settlements for delinquent accounts.
- Performed initial interviews of applicants, screened applications for Human Resources.

## EDUCATION

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Masters of Business Administration (MBA): Business Administration/Management  
SAINT LEO UNIVERSITY - SAINT LEO, FL

2011

Bachelor of Arts (BA): Accounting  
Saint Leo University - Saint Leo, FL  
Accounting

### Select One

Saint Leo, FL

Meals on Wheels

Co-Founder of Boys to Men Mentoring Program

## SKILLS

Business Management, human resources management, Operations Management, Strategic Analysis

## ADDITIONAL INFORMATION

- Security Secret Clearance
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- Winner of numerous awards for training and supervising military personnel during completion of >2,000 military maintenance exercises.