

JESSICA CLAIRE

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SUMMARY

Forward-thinking professional proficient in generating high-quality brand strategy work. Talented at leveraging tenacious approach and strong attention to detail to drive success. Service-oriented and performance-driven with excellent organizational, multitasking and problem-solving abilities.

SKILLS

- Issues resolution
- Networking
- Contract negotiation
- Company guidelines
- Logistics management
- Content strategy
- Industry trend understanding

EXPERIENCE

12/2018 to Current **Director, Digital Media & Customer Care**

Us Oncology, Inc. – Crown Point, IN

- Leveraged market knowledge and leadership ability to help drive profit increases.
- Helped organize creative assets, including brand images for digital use and preparing videos for social media distribution.
- Managed digital marketing strategies to meet restaurant goals and objectives. Increased memberships by 50% in year one.
- Generated reports on current trends and viral potential.
- Designed social and digital marketing strategies to align with business objectives.
- De-escalated problematic customer concerns, maintaining calm, friendly demeanor.
- Documented conversations with customers to track requests, problems and solutions.

01/2017 to 07/2017 **Office Manager**

Beth Israel Lahey Health – Wilmington, MA

- Handled scheduling and managed timely and effective allocation of resources and calendars.
- Distributed company correspondence, including memos and updates to reinforce and apprise departments and divisions of corporate objectives and developments.
- Oversaw day-to-day office operations, including receiving and organizing correspondence, answering and forwarding calls and creating business letters and records.
- Improved office organization by developing filing system and customer database protocols.
- Coordinated office activities and operations to secure efficiency and compliance with company policies.
- Managed office inventory and placed new supply orders.
- Developed and administered department budgets.
- Managed office budget to handle all needs, including inventory, postage and vendor services.
- Wrote professional business correspondence to maintain strong line of communications.
- Maintained impeccable office organization to support efficiency, professionalism and performance objectives.
- Planned for major business changes, including system conversions and office moves.
- Directed and oversaw daily activities of office personnel.
- Coordinated travel arrangements by booking hotel rooms, car rentals and flights for staff.

12/1996 to 12/2016 **Executive Assistant**

QuintilesIMS – City, STATE

- Set up meeting and event logistics for senior management, including executives and board of directors.
- Conducted required research, documentation and reports for executive team, board members and stakeholders.
- Tackled and addressed top-level, high-priority issues while maintaining professional administrative discretion.
- Revised and maintained master calendar for client appointments.
- Detailed and arranged logistics for conferences and seminars, including travel arrangements and venue reservations.
- Participated in frequent communication with other administrative team members, human resources and finance department on special projects and events.
- Opened, read and wrote answers to routine letters and correspondence for executives.
- Compared information and coordinated with other Executive Assistants to arrange accommodations, transportation and personal assistance, providing logistical support to visiting executives.
- Oversaw executive schedules for team of company leaders.
- Arranged appropriate travel, visas, agendas, necessary contacts and other information for executive travel.
- Coordinated customer-facing webinars, including developing relationships with vendors, tracking customer attendance and post-webinar follow-up.

EDUCATION AND TRAINING

Business Administration

Wake Technical Community College - Raleigh, NC

Communications

University of Pittsburgh - Greensburg, PA