

# Jessica Claire

100 Montgomery St. 10th Floor (555) 432-1000 resumesample@example.com

<b>SUMMARY</b>	<ul style="list-style-type: none"><li>Analytical professional with technical knowledge and 20 years experience in customer service including 9 years experience in Commercial Real Estate. Focused on building client's relationships, working to identify their business needs and resolve issues.</li></ul>				
<b>EXPERIENCE</b>	<b>CONSULTANT</b> <span style="float: right;">07/2022 to CURRENT</span> <b>O.C. Tanner Recognition Company Ltd.   Parsippany, NJ</b> <ul style="list-style-type: none"><li>Attend requirement discussions with potential clients for data gathering</li><li>Create Statement of Work (SOW) and project plans</li><li>Work closely with clients to establish problem specifications and system integration requirements</li><li>Create technical specification documents for Technical Consultants and user guides for clients</li><li>Perform custom report and/or integration testing and logic resolution for clients</li><li>Provide Managed Services Support to clients - manage their chart of accounts, manage full scale rent roll, perform monthly, quarterly and annual updates on client's ARGUS environment such as uploading actuals and budgets</li><li>Manage project schedules, deliverables, risks and issues from scope, execution and final delivery to client</li><li>Oversee and manage project budget ensuring milestones are completed on target and within budget</li></ul> <b>AMERICAS SUPPORT MANAGER</b> <span style="float: right;">06/2016 to 07/2022</span> <b>State Of Arkansas   Bryant, AR</b> <ul style="list-style-type: none"><li>Managed the activity of 20 Senior and Junior Customer Support Analysts to deliver an exceptional global customer support experience</li><li>Trained, coached, mentored and guided the Support Analysts to successful performance, career progression and personal growth</li><li>Gathered and analyzed global support data for dashboard creation and reported to Executive Team</li><li>Analyzed data to identify opportunities for improving support levels</li><li>Developed departmental goals and standards in line with supporting organization's mission and strategic vision</li><li>Evaluated performance of support staff and provided coaching to improve performance</li><li>Collaborated across Sales, Development, QA and Customer Success to optimize all phases of client journey</li><li>Held regular one-on-one meetings with employees to review performance and priorities and provide feedback</li></ul> <b>SUPPORT CASE MANAGER</b> <span style="float: right;">07/2015 to 06/2016</span> <b>Cassella Waste Systems, Inc.   Shaftsbury, VT</b> <ul style="list-style-type: none"><li>Assisted global Support Analysts with Level 3 escalations, calculations and technical inquiries</li><li>Acted as liaison between Support team and Development/QA</li><li>Reviewed new software releases and communicated changes to the Support team</li><li>Trained new employees to ensure understanding of Real Estate concepts and calculations</li><li>Monitored all support cases for quality and ensured timely responses</li></ul> <b>SOFTWARE SUPPORT ANALYST</b> <span style="float: right;">01/2014 to 07/2015</span> <b>Bryanigh Medical Center   Crete, NE</b> <ul style="list-style-type: none"><li>Provided functional and technical application support to internal and external clients using ARGUS Software products</li><li>Troubleshooted complex issues, with simulation/reproduction of issues in order to find resolutions</li><li>Escalated issues to developers as appropriate</li><li>Participated in customer training</li></ul> <b>REGIONAL BILLING TEAM LEAD</b> <span style="float: right;">09/2012 to 01/2014</span> <b>Windermere Real Estate   Ephrata, WA</b> <ul style="list-style-type: none"><li>Managed the activities of 3-6 billing coordinators and developed strong teams</li><li>Managed resource planning and utilization to ensure timely and accurate billing</li><li>Coordinated with Global Sales Operations, Project Management, Service Delivery</li><li>Management, Legal and Tax Department to ensure contracts are properly set up</li><li>Assisted general accounting in determining revenue accruals</li><li>Performed random department audits to ensure quality</li></ul> <b>BILLING COORDINATOR</b> <span style="float: right;">05/2010 to 09/2012</span> <b>Harris CapRock Communications   City, STATE</b> <ul style="list-style-type: none"><li>Prepared and processed service ticket billing such as coding of materials, labor, equipment, subcontractor, sales tax, freight, and commissions</li><li>Prepared and processed product sales billing, verifying orders were filled and shipped prior to billing</li><li>Reviewed contracts and quotes to ensure customers are billed correctly and within terms</li></ul> <b>ACCOUNTING SPECIALIST</b> <span style="float: right;">01/2007 to 05/2010</span> <b>The Reynolds And Reynolds Company   City, STATE</b> <ul style="list-style-type: none"><li>Created, maintained and reconciled client accounts and billing records</li><li>Reviewed contractual agreements and submitted budget amendments</li><li>Maintained client billing records and databases using Microsoft Access, Excel and other accounting software</li><li>Processed various types of financial transactions, including wire transfers</li></ul> <b>REALTOR</b> <span style="float: right;">03/2005 to 12/2006</span> <b>Realm Real Estate Professionals   City, STATE</b> <ul style="list-style-type: none"><li>Assisted clients through the process of purchasing and/or selling real estate properties</li></ul> <tr><td><b>SKILLS</b></td><td><ul style="list-style-type: none"><li>Management</li><li>Diagnostic and Troubleshooting</li><li>Data Analysis</li><li>Problem-Solving</li><li>Project Management</li><li>Salesforce</li><li>NetSuite</li><li>MS Office</li><li>Fluent in Portuguese</li></ul></td></tr> <tr><td><b>EDUCATION</b></td><td><b>Commercial Real Estate Certificate</b> <span style="float: right;">03/2019</span> <b>Cornell University</b> <b>MBA   MIS &amp; Accounting</b> <span style="float: right;">2014</span> <b>Keller Graduate School of Management of DeVry University</b> <b>Residential Real Estate</b> <span style="float: right;">2004</span> <b>Houston Community College, Houston, TX</b> <b>Bachelor of Science   Computer Science &amp; Math</b> <span style="float: right;">05/2003</span> <b>Valparaiso University, Valparaiso, IN</b></td></tr>	<b>SKILLS</b>	<ul style="list-style-type: none"><li>Management</li><li>Diagnostic and Troubleshooting</li><li>Data Analysis</li><li>Problem-Solving</li><li>Project Management</li><li>Salesforce</li><li>NetSuite</li><li>MS Office</li><li>Fluent in Portuguese</li></ul>	<b>EDUCATION</b>	<b>Commercial Real Estate Certificate</b> <span style="float: right;">03/2019</span> <b>Cornell University</b> <b>MBA   MIS &amp; Accounting</b> <span style="float: right;">2014</span> <b>Keller Graduate School of Management of DeVry University</b> <b>Residential Real Estate</b> <span style="float: right;">2004</span> <b>Houston Community College, Houston, TX</b> <b>Bachelor of Science   Computer Science &amp; Math</b> <span style="float: right;">05/2003</span> <b>Valparaiso University, Valparaiso, IN</b>
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