

Jessica Claire

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SUMMARY	<p>Results-focused [Industry] professional with strength in [Skill], [Task] and [Task]. Proactive leader with strengths in communication and collaboration. Proficient in leveraging [Area of expertise] and [Area of expertise] knowledge to promote [Result]. Adept at managing concurrent objectives to promote efficiency and influence positive outcomes. [Job Title] with talent for [Task] and [Task]. Strong knowledge of [Area of expertise] and [Area of expertise]. Communicative and team-oriented with proficiency in [Software]. Proven history of fostering [Action] to meet team, individual and management objectives.</p>
SKILLS	<ul style="list-style-type: none">Collaboration skillsMulti-tasking abilitiesDesign strategyAnalytical skillsOrganizationTroubleshootingMicrosoft OfficeTeambuildingDecision-makingWireframesAmazon Web ServicesAdobe Creative Suite ApplicationsWork ethicFlexibleRelationship buildingProblem resolution
EXPERIENCE	<p>CONVERSATION DESIGNER 03/2021 to CURRENT</p> <p>The Go Daddy Group Inc New York, NY</p> <ul style="list-style-type: none">Updated and improved existing website properties for [Industry] company, resulting in [Number]% increase in web traffic to site.Worked closely with several cross-functional teams, including business solution architects, customer operations, support and training teams and engineering to maximize product efficacy.Drove alignment of business requirements, user-centered design methodology and technology factors to create successful UI/UX designs.Worked closely with product managers, visual designers and development team to appropriately evolve designs from concept to launch.Checked copywriting, image design, banners and other features for blending within site content and reviewed graphics for cohesive aesthetics.Considered localization, scalability and ease of maintenance in all solutions.Oversaw all facets of website projects throughout entire lifecycle.Met with clients to gather requirements and outline websites.Developed web pages using content management systems, including [Software].Translated abstract requirements into concrete user flows and interaction designs.Eliminated bugs interfering with user experiences, generating over [Number] positive customer feedback comments.Adjusted project scope to conform with new sales goals as needed.Administered troubleshooting techniques to resolve problems, which included issues with browser compatibility.Revised user flows and designs based on design reviews, usability testing, customer support feedback and other sources of input.Developed and maintained company style guide.Kept senior management informed of project statuses.Regularly articulated design decisions and rationale to non-design partners and peers.Presented pros and cons of various design approaches to design teams and management.Solicited feedback and validation from business and technical team stakeholders.Drove core Agile process routines.Produced sample sites and received feedback about draft sites.Used effective web design skills and techniques to successfully communicate mission and values of organization.Presented solutions to complex design problems in presentations, click-through prototypes and design specifications.Conducted usability testing and integrated feedback into revisions. <p>SENIOR BUSINESS ANALYST 04/2017 to 03/2021</p> <p>Caci International Inc. Rome, NY</p> <ul style="list-style-type: none">Coordinated strategic flow of business intelligence data to users.Compiled current business intelligence data into reports and presentations.Determined opportunities to improve workflow by adding and modifying processes, revamping use cases for each initiative and creating new components for each functional area.Kept track of simultaneous project milestones using tactical approaches, established practices and strategic plans focused on production, schedule and budget objectives.Maintained library of templates and reusable knowledge assets to facilitate business intelligence activities.Developed understanding of customer workflows to deliver precise recommendations for challenging problems.Pinpointed inefficiencies in business processes and recommended improved policies.Identified bottlenecks in processes and implemented new and improved procedures and policies to ease friction and improve efficiency.Worked with cross-functional resources to implement direct marketing programs to increase customer base.Developed metrics used to determine inefficiencies and areas for improvement.Performed root cause analysis of data to develop counter-strategy and improve performance.Computed, recorded and proofread [Type] data in order to prepare [Type] records and reports.Manipulated data using pivot tables, pivot charts and macros in Excel.Managed projects and served as primary liaison between client and multiple internal groups to clarify goals and meet quality standards and deadlines.Conducted root cause analyses to formulate countermeasures to business missteps and improve operations. <p>Governance Manager 09/2012 to 03/2017</p> <p>Meta Platforms, Inc. Henrico, VA</p> <ul style="list-style-type: none">Executed [Type] strategies to foster better customer service and promote positive and engaging environment for all.Forecasted trends in expected business levels and adjusted labor and inventory to match expectations.Optimized productivity, streamlined program efficiency, and boosted profitability.Extended existing customer relationships through extensive communication and tried-and-true marketing strategies.Upheld internal standards and productivity goals to meet [Type] and [Type] targets.Studied existing procedures and policies to offer optimal leadership to employees and [Type] operations when standing in for absent managers.Collaborated with [Job titles] to present insurance alternatives as part of comprehensive financial plans.Generated reports to assess performance and make adjustments.Enhanced data collection accuracy by preparing, authoring and updating communications and policy memorandums.Remained calm and professional in stressful circumstances and when dealing with unhappy customers, effectively diffusing situations. <p>TECHNICAL SUPPORT REPRESENTATIVE 08/2012 to 03/2017</p> <p>Ecolab Inc. Naples, FL</p> <ul style="list-style-type: none">Troubleshoot daily IT desktop client issues, supporting multiple departments and various offices.Troubleshoot [Type] and [Type] hardware issues and worked with service providers to facilitate repairs for end users.Researched, resolved and followed up on customer issues, earning [Number]-star customer review rating.Maintained composure and patience in face of difficult customer situations, applying de-escalation techniques and positive customer support.Investigated technical issues using knowledge base and personal experience to complete timely resolutions. <p>EDUCATION AND TRAINING 08/2023</p> <p>Bachelor of Arts User Experience Design Lesley University, Cambridge, MA</p> <p>Psychology Ashford University, San Diego, CA</p> <p>Business Administrative Technology Chemeketa Community College, Salem, OR</p> <p>WEBSITES, PORTFOLIOS, PROFILES</p> <ul style="list-style-type: none">www.hopelindone.com