

JESSICA CLAIRE

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SKILLS

- Material Safety Data Sheets
- Facilities maintenance
- Forklifts
- Manual dock chain pulling
- Pallet jacks
- Materials handling and transport
- Warehouse operations
- Microsoft Outlook
- Microsoft Word
- Microsoft Excel
- Adaptive team player
- Product organization
- Network infrastructure updates
- Software licenses and patches
- Safety protocol
- Hardware updates
- System diagnostics
- Network administration
- Organization
- Network status monitoring
- Troubleshooting and assistance
- Radio and data distribution systems
- Signal training and reporting
- Computer skills
- Premises surveillance
- Patrolling
- Troubleshooting
- PPE use
- Customer service
- Supervision
- Vigilant and watchful
- Security procedures knowledge

EDUCATION AND TRAINING

Lakeville South High School
Lakeville, MN • 06/2017
High School Diploma

Minnesota State University - Mankato
Mankato, MN
Physical Therapy

Inver Hills Community College
Inver Grove Heights, MN
Physical Therapy

SUMMARY

I'm a hard worker who wants to always better themselves and move forward in life. I work well with groups and on my own.

EXPERIENCE

Mastec - Security Officer
Shevlin, MN • 06/2021 - Current

- Guarded restricted areas to prevent unauthorized entry.
- Followed established security and safety procedures and posted orders to include enforcement of company rules, policies, and regulations.
- Secured personnel and premises by inspecting buildings and patrolling property.
- Documented security-related situations and submitted in-depth reports to superiors.
- Enforced security regulations and escorted non-compliant individuals to private areas for processing.
- Checked footage and live feeds from surveillance cameras for trespassers and criminal activity.
- Warned persons of rule infractions or violations and evicted violators from premises.
- Inspected parking lot to verify parking permits and ticketed or towed unauthorized vehicles.
- Monitored premises and recorded activity in daily officer reports.
- Verified photo IDs and tickets to allow guests passage.
- Addressed problems quickly and reported clear information while working under minimal supervision.
- Worked with local and federal law enforcement agents to apprehend suspicious individuals.
- Trained new security officers on safety protocols and company standards.
- Recorded required data for incident reports and files quickly and accurately.
- Wrote reports outlining thefts, unauthorized access violations or other unusual occurrences to help support later criminal or civil actions.
- Wrote detailed reports regarding daily security activities and notable incidents.
- Managed employee access, security roles and permissions.
- Detected and reported unauthorized personnel and activities.
- Surveyed multiple CCTV feeds to closely monitor important areas on grounds.
- Monitored access control systems and key code records for suspicious activities.

Spin - Information Technology Specialist
Cleveland, OH • 01/2019 - Current

- Created new accounts, reset passwords and configured access to servers and file management software for users.
- Performed continuous assessments of network structure, business content filters and security firewalls.
- Provided on-site technical support after project implementation and recommended product changes and upgrades to product managers.
- Kept hardware and software systems current with latest patches and current licenses.
- Implemented system security and data assurance software.
- Identified issues and initiated troubleshooting methods for signal support services, including radio, wire and battlefield automated systems.
- Performed diagnostics and testing to locate root causes and resolve issues for optimal performance.

Chick-Fil-A - Warehouse Technician
Grand Prairie, TX • 08/2018 - 06/2021

- Packed and labeled merchandise to prepare for loading and shipment to customers.
- Picked and prepared numerous daily shipments in large warehouse environment to facilitate customer order fulfillment.
- Monitored work areas for cleanliness and functionality and removed obstacles to promote safe work environment.
- Recognized defective material and reported issues to management to facilitate prompt resolution.
- Noticed damaged products and removed from received shipments to be processed for refund or replacement.
- Positioned products between receiving, storage and shipping areas as part of just in time inventory supply for major manufacturers.
- Lifted materials of varied weights on regular basis to transport items to proper warehouse locations.
- Unloaded incoming products off trucks, sorted items in staging area and transported items to final storage locations.
- Tagged unmarked merchandise with item number.
- Examined packages and goods for damage and notified vendors of specific issues requiring replacement.
- Communicated with internal staff members and management to facilitate timely product flows.
- Utilized pallet jacks to move items to and from different warehouse locations.
- Prepared inventory for shipment by attaching tags and labels and executing shipment documents to facilitate delivery to proper customers.
- Identified defective, incorrect or missing merchandise and promptly reported to supervisor.
- Tracked inventory, conducted cycle counts and audits and resolved issues to maintain accurate records.

Pizza Ranch - Target Team Member
City, STATE • 08/2015 - 09/2018

- Organized stockroom by keeping products in correct locations to maintain accurate inventory counts.
- Assisted customers by locating items and loading heavy purchases in vehicles.
- Received incoming product deliveries and relocated to storage shelves, coolers or bins.
- Updated signage to reflect new pricing or temporary promotional strategies to increase sales.
- Identified defective, incorrect or missing merchandise and promptly reported to supervisor.
- Blocked and faced all products on shelves and displays to meet company policies.
- Counted and stocked different types of merchandise to comply with inventory control tag requirements.
- Restocked shelves with current merchandise in attractive displays to promote sales.
- Followed proper stock rotation procedures to minimize obsolescence and remove out of date items from sales floor.
- Maintained neat, safe and orderly workspace to prevent accidents and injuries.
- Greeted customers and retrieved requested products to drive satisfaction.
- Palletized merchandise for easy movement to sales floor locations.
- Stocked and rotated products, supplies and paper goods to optimize freshness.
- Examined packages and goods for damage and notified vendors of specific issues requiring replacement.

Company Name - Front of House Team Member
City, State • 05/2017 - 08/2018

- Conveyed world-class dining experience by explaining menu items thoroughly, taking accurate orders, delivering food courses at just right time and following up for refills or dessert.
- Welcomed each patron warmly, opened door, engaged guest to learn how to best serve and escorted guest to table or placed name on waitlist with communication of wait time.
- Stocked and maintained massive buffet table with diligent planning and precision, making sure that food supply remained plentiful and fresh, with sparkling clean and sanitary surfaces.
- Looked for ways to serve without direction and regularly pitched in by cleaning up and organizing front area, replenishing condiments and napkins and bussing during busy times.
- Memorized menu and offered discerning recommendations, remained steps ahead of patrons' needs and desires and accurately gauged level of interest in conversation and small talk.
- Mentored and coached service team on effective techniques to enhance customer experiences.
- Upheld operating procedures and safety standards to maximize guest satisfaction.
- Handled complaints, settled disputes and resolved customer conflicts.