

# JESSICA CLAIRE

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## Professional Summary

Experienced and versatile Administrative professional with 10+ years experience in administration, event coordination, and project support. Thrives in fast paced environments in leadership and team roles. Technologically savvy with an inherent ability to multi task and communicate effectively on teams, in person and in remote environment. Extensive background in a variety of office administration duties, managing client centered office operations and proven organizational skills. Equipped with exceptional ability to facilitate and support day-to-day administrative and operation functions while working collaboratively with C-level executives. 8 years of effective remote work experience

## Skills

- Administration Oversight
- Superb communication skills
- Planning and Organizing
- Customer Service
- Ability to Prioritize
- Sound Judgment
- Detail Oriented
- Organizational Skills
- Attention to Detail
- Microsoft Office
- Problem Solving
- Recordkeeping and Documentation
- Time Management
- Remote Conferencing and Communication
- Analytical Thinking

## Work History

### Medical Education Coordinator, 05/2018 to Current

Atrium Health – Mint Hill, NC

- Provide support to faculty, clinicians, students, and course directors through scheduling courses and ensuring consistency across multiple points of access
- Collaborate with colleagues across all three sites
- Maintained energy and enthusiasm in fast-paced environment while using coordination and organization skills to achieve results ahead of schedule
- Assisting over 300 students, handled challenging situations with ease
- Work closely with instructors to prepare online materials, content, and tools to facilitate learning
- Carried out day-to-day duties accurately and efficiently resolving technical problems, improved operations and provided exceptional service
- Used coordination and planning skills to achieve results according to schedule

### Executive Assistant, 12/2014 to 05/2018

Butler Technical Group – Erie, PA

- Responsible for day-to-day administrative activities associated with
- Scheduling coordination and calendar management, management of email correspondence, database creation and traveling arrangements
- Maintained discretion while handing confidential employee and company information
- Supported Human Resources Director and other Executive Staff with recruiting, interviewing, and training of staff
- Assisted with planning and execution of HR projects, trainings, meetings, engagement activities and recognition programs
- Researched HR inquiries and proactively provided feedback on concerns and provided recommendations for areas of improvement
- Developed and maintained courteous and effective working relationships while supporting Human Resources Director and 10 Executive Staff with recruiting, interviewing, and training of staff
- Scheduled all on boarding and new employee orientation appointments
- Completed online background request and reference checks to facilitate hiring and onboarding of employees
- Utilized knowledge base, procedures, handbook and reference resources to quickly address employee inquiries
- Compiled and reviewed necessary reports and materials to carry out functions of department and company
- Proven ability in establishing priorities while meeting deadline ahead of schedule and excelling in fast-paced environment

### Scheduling Coordinator, 07/2014 to 12/2014

Archbold Medical Center – Thomasville, GA

- Ability to effectively meet scheduling deadlines while excelling in fast-paced environment
- Scheduled examinations for 10 psychologists through office specific system database
- Communicated effectively in writing and verbally with clients, psychologists and staff regarding policies and processes
- Managed multiple projects and prioritized duties based on deadlines
- Performed Quality Assurance and Quality Control checks on client databases
- Developed strong working relationships with management and executive team through effective scheduling and communication skills
- Interacted with executives and staff of all levels, as well as high-profile clients
- Provided strong customer service skills while communicating with clients regarding appointment scheduling, appointment changes, no shows, cancellations, and receipt of medical documentation
- Contributed to accuracy and timelines of processing reports
- Gathered clinician schedules to develop monthly client appointments, enabling proper staffing for client visits

### Operations Coordinator | Resource Specialist, 06/2007 to 12/2013

Wayne County Prisoner Reentry – City, STATE

- Successfully supervised daily operations of 5 resource specialists and consultants for reintegration program
- Oversight of HR administration, scheduling and special projects
- Administrative on-boarding: scheduling vendor orientation, new vendor communications and facilitating trainings and orientation
- Provided support to Executive Director not limited to but included managing day-to-day operational activities and on-boarding of new staff, vendors and community partners
- Resolved administrative questions related to request for proposals; distributed community partnership related documents, materials, communications, and information
- Researched customer service inquiries and contacted stakeholders directly for resolution and follow up
- Addressed vendor and community stakeholder inquiries in timely manner while maintaining excellent customer service standards
- Increased provider involvement and employee appearance through planning and coordinating innovative community outreach initiatives, events, engagement activities and recognition programs
- Updated and maintained accurate records and documentation
- Processed changes and generated reports from vendor databases
- Enhanced two-way communication with providers and spearheaded implementation of statewide community resource database
- Demonstrated respect, friendliness and willingness to help wherever needed
- Resolved problems, improved operations and provided exceptional service

## Education

### Human Resources Specialist-Certification

Human Resources And Labor Relations -Michigan State University - East Lansing, MI

Bachelor of Science: Psychology  
Michigan State University - East Lansing, Michigan