

# Jessica Claire

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## PROFESSIONAL SUMMARY

- Vibrant, compassionate instructor with a Bachelor of Arts in English, a South Carolina teaching certificate, and 14 years of experience writing, delivering, and refining instructional curriculum, methods, materials, and programs to foster meaningful learning experiences, purposeful engagement, and high-performance.

Pursuing excellence, acquiring extensive knowledge, being solution-oriented and a passion for service has garnered opportunities in various, additional fields of employment and produced a reputation and record for driving operational improvements, inspiring performance and product excellence, and generating loyalty as well as additional stakeholders.

## SKILLS

- Staff Development
- Instructional design
- Program Development
- College preparation
- Curriculum Development
- Technology integration
- Differentiated instruction
- Project Organization
- Regulatory Compliance
- Communications
- Process Improvement
- Team Management
- Problem Resolution
- Budgets
- Customer service
- Listening
- Product Knowledge
- Sales
- Building Effective Relationships
- Effective Retail Sales Manager
- Results oriented
- Cash handling accuracy
- Relationship selling
- Inventory control procedures
- Active listening
- Reliable and punctual
- Team player mentality
- Verbal/written communication
- Documentation and recordkeeping
- Inventory management
- Outgoing personality
- Energetic self-starter
- Accurate money handling
- Superb time management
- Negotiations
- Cash register operation
- Retail merchandising expertise
- Merchandising knowledge
- Reading comprehension skills
- Written and oral communication skills
- Strategic planning
- Product Sales
- Customer- and service-oriented
- Excellent communication skills
- Client account management
- Team management
- Administrative support
- Customer outreach
- Operational improvement
- Point-of-sales systems
- POS system operation
- Retail loss prevention
- Research
- Work Area Maintenance
- Money handling
- Listening skills
- Telephone Skills

## WORK HISTORY

### ENGLISH LANGUAGE ARTS TEACHER

08/2011 to CURRENT

#### Albany Charter School Network | Columbus, OH

- Delivered instruction in language arts encompassing reading, grammar, composition and literature, working with teachers in other subjects to integrate skills across curriculum.
- Sponsored, facilitated, and developed several student activities and clubs including middle school student council, fundraisers, mentorship program for incoming and outgoing students, local and international field experience and service projects.
- Developed age-appropriate lesson content for literature pieces including short stories, poetry, plays and non-fiction to meet diverse learning styles and intellectual and education needs.
- Teamed with other faculty members and parents to outline IEPs for gifted, talented and special education students, addressing diverse teaching approaches for special learning requirements.
- Monitored comprehension of material among students and created re-teaching strategies to cover gaps in learning indicated by test scores and quizzes.
- Created language arts lesson plans for sixth grade students, seventh grade students, and eighth grade students to meet learning needs, adhere to curriculum standards and build and extend interest in learning.
- Communicated with parents in person, by email and phone to apprise of student progress, challenges and behavior issues.
- Established positive classroom management boundaries to create safe, known environment for behavior among students.
- Built relationships with students to understand obstacles to learning such as difficult home situations, illness or social hurdles.
- Implemented innovative teaching approaches for special needs students to meet requirements of individualized education plans.
- Authored tests and quizzes to evaluate student learning and comprehension.
- Developed teaching materials to supplement standard curriculum, enhancing learning concepts and promoting student engagement.
- Helped students develop important learning skills and good study habits useful in trade school or college education.
- Created engaging lesson plans, fostered culture of discovery and provided well-organized classroom structure to help students succeed in program.
- Administered standardized tests in accordance with state and national testing programs.
- Selected and requisitioned appropriate books and instructional materials to develop, enrich, and revise self-authored lesson plans.
- Wrote custom materials for teaching concepts and material to supplement or replace standard materials to add interest, focus on specific concepts and meet learning needs of student population.
- Created evaluation vehicles to test student learning across several levels of understanding and comprehension, taking care to develop multiple opportunities for success within each vehicle.
- Evaluated student progress, recorded scores and revised plans for reteaching of subject matter where necessary to accomplish learning.
- Used varied instructional resources and tools to strengthen English language skills.
- Maintained strict classroom behavior management to provide positive, conducive environment for learning.
- Met with parents and administration to advocate for student needs.
- Met with parents at planned meetings and in ad hoc conversations to discuss student challenges, behavior modification and performance.
- Created and enforced child-based hands-on curriculum to promote student interest and receptive learning.
- Coordinated with other Special Education teachers, other faculty members and parents to develop and update IEPs for gifted/talented and special needs students.
- Consulted with students to identify reasons for poor performance, gain understanding of personal struggles outside classroom, and devise plans for remediation.
- Devised compelling lesson content for age-appropriate literature that met various learning styles and capture imaginations of students.

### RETAIL SALES ASSOCIATE

06/2017 to 05/2019

#### Floor & Decor | Charlotte, NC

- Examined operations
- Recorded and defined operational tasks
- Identified operational goals
- Prioritized specific aspects of operations to better manage and improve
- Presented suggestions to improve management, decrease frustrations, evaluate effectiveness, and increase performance satisfaction
- Drafted a plan for operations
- Utilized organizational tools to support management of employees and to implement new businesses procedures and practices
- Created a day to day operations system to define and manage employee duties and responsibilities
- Implemented an operational plan
- Identifying
- Rectified, reconciled, and organized records
- Created a system/procedure to record expenses, organize accounts
- Increased efficiency
- Managed online sales
- Received new inventory, moved excess inventory
- Managed telephone and email correspondence with vendors to manage inventory, procure merchandise, and prepare incoming season
- Personal styling purchasing
- Introducing to brands and styles to select
- Completed setup, breakdown and product preparation for promotional displays and in-store demonstrations.
- Offered each customer top-notch, personal service and polite support to boost sales and customer satisfaction.
- Provided accurate information about promotions, customer programs and products, helping drive high customer retention.
- Used consultative sales approach to understand customer needs and recommend relevant offerings.
- Improved operational efficiencies while managing customers requests, store inventory, transactions, new purchase orders and pricing needs.
- Contributed to design and setup of merchandise displays promoting key products, creating aesthetically pleasing arrangements to attract customer attention.
- Logged reports, expenses, receipts and sales documents into digital database with [Software] and [Software].
- Maintained clean personal appearance, modeled store's outfit when working clothing department settings and wore uniforms per company policy.
- Opened and closed store independently when needed and prepared nightly bank drop for manager.
- Generated brand awareness and positive product impressions to increase sales.
- Trained new associates on cash register operations including opening, conducting customer transactions and balancing drawer.
- Cultivated customer loyalty, promoted repeat customers and improved sales.
- Offered hands-on assistance to customers, assessing needs and maintaining current knowledge of consumer preferences.
- Liaised with sales, marketing and management teams to develop solutions and accomplish shared objectives.
- Merchandised attractive shelf displays with current offerings to drive store sales.
- Cross-sold jewelry, shoes, hats and other accessories that would complete outfit or boost new wardrobe.
- Led entire client shopping experience, putting together ensembles and providing styling tips that were personalized.
- Performed various sales transactions, checked on invoices, prepared special orders and ensured proper delivery of correct merchandise.
- Prepared for photo shoots by collecting props and steaming and iron cloth items.
- Determined proper shoes, jewelry, head wear and other accessories to complement designer outfits.

### AVID PROGRAM COORDINATOR

08/2008 to 07/2011

#### Albany Charter School Network | Compton, CA

- Evaluated programs and monitored implementation and compliance with regulations to achieve objectives.
- Maintained program files, records, databases and websites to gather research and prepare and submit annual reports.
- Directed day-to-day operations of education program and supervised support staff to delegate assignments and evaluate performance.
- Scheduled educational activities, faculty lectures and departmental events to drive mission and values of institution.
- Represented educational program at meetings and conferences to serve as subject matter liaison for array of services and activities assigned.
- Planned and implemented staff development and in-service training programs to enhance knowledge and skills.
- Implemented program-level departmental policies and procedures and managed budgets to support educational program and curriculum.
- Acquired grants and other sources of funding for educational programs and projects and drafted proposals and agreements to support proper allocation.
- Developed team communications and information for monthly meetings.
- Conferred and resolved education-related issues and problems with students, parents and school officials.
- Served as academic and social resource for high school and middle school students, leading writing process improvements, study skills, note-taking, test-taking skills and overall stress management.
- Participated in creative meetings to assist in developing ideas and defining project deadlines.
- Prepared instructional materials and tutorial practice techniques for such subjects as mathematics, English and science.
- Encouraged students to develop perseverance mindset while teaching long-term visualization of success.
- Conducted private and group instruction to improve academic performance, enhance occupational skills and prepare for standardized tests.
- Guided students through skillset self-discovery to navigate career and college decision processes.
- Developed positive reinforcement techniques to provide feedback to students while building individual confidence levels.
- Authored tests and quizzes to evaluate student learning and comprehension.
- Implemented innovative teaching approaches for special needs students to meet requirements of individualized education plans.
- Developed teaching materials to supplement standard curriculum, enhancing learning concepts and promoting student engagement.
- Identified students struggling with material and made arrangements to meet one-on-one during study hall or other time periods to provide additional instruction in one-on-one environment.
- Assessed students' strengths and weaknesses regularly to provide appropriate methods for addressing learning needs.
- Communicated with students in French to foster oral proficiency.
- Utilized curriculum which reflected diverse educational, cultural and linguistic background of student body.
- Created engaging lesson plans, fostered culture of discovery and provided well-organized classroom structure to help students succeed in program.
- Administered standardized tests in accordance with state testing programs.
- Collaborated on and implemented innovative pedagogical initiatives that focused on student-first, hands-on and experiential learning to foster French instruction.
- Scheduled staff or speakers and coordinated facilities to plan logistics for program lectures.
- Procured equipment and services to align with program objectives and budget.
- Planned rigorous education programs and set ambitious program goals to establish targets for achievement.
- Worked closely with team members to communicate project requirements, evaluate progress, develop solutions, meet deadlines, and achieve goals.
- Improved operations by working with team members, community members, parents, and students to find workable solutions.
- Led, monitored, and carried out AVID implementation process resulting in site certification and procurement of federal funds to continue program.
- Performed site evaluations and team audits.
- Developed functional solutions to address budgetary and implementation obstacles.
- Identified and mended areas of in-congruity between federal grant guidelines and those outlined in AVID implementation and certification process.
- Improved compatibility between objectives set by School Improvement Counsel and objectives set by all stakeholders, resulting in increased advocacy and success for all stakeholders.

### ENGLISH LANGUAGE ARTS TEACHER

09/2006 to 06/2011

#### Beaufort County School District | City, STATE

- Delivered instruction in language arts encompassing reading, grammar, composition and literature, working with teachers in other subjects to integrate skills across curriculum.
- Developed age-appropriate lesson content for literature pieces including short stories, poetry, plays and non-fiction to meet diverse learning styles.
- Created language arts lesson plans for underrepresented students, struggling students, and gifted students to meet learning needs, adhere to curriculum standards and build interest in learning.
- Monitored comprehension of material among students and created re-teaching strategies to cover gaps in learning indicated by test scores and quizzes.
- Teamed with other faculty members and parents to outline IEPs for gifted, talented and special education students, addressing diverse teaching approaches for special learning requirements.
- Communicated with parents in person, by email and phone to apprise of student progress, challenges and behavior issues.
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## EDUCATION

### Bachelor of Arts | English

05/2005

#### University of South Carolina - Columbia, Columbia, SC

- Supervised team of [Number] staff members.
- Collaborated with team of [Number] in the development of [Project name].

## ACCOMPLISHMENTS

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- Collaborated with team of [Number] in the development of [Project name].