

# JESSICA CLAIRE

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## CORE QUALIFICATIONS

Sales  
Service Quality Improvement  
Budget  
Analytical Skills  
• Sales Analysis  
• Staff Development  
• Budget Analysis  
• Bilingual

## EDUCATION

Ashford University  
Clinton, IA • 2008  
*Bachelor of Arts:* Operational Management  
Bachelor of Arts, Operational Management, Ashford University, Clinton, IA

## EXECUTIVE SUMMARY

Experience in customer service, financial, administrative, security, leadership roles, and business analysis within complex operations, supervising diverse teams and managing challenging programs/ assignments within U.S. and international locations. Strong problem solving and decision making skills with the ability to develop and implement effective action plans. Demonstrated experience in the coordination of Business Management. Diversified, progressive experience in the analysis of security/ economic data supporting enterprise decision making including marketing; financial planning, forecasting, and modeling; company valuation; and optimizing operational efficiency.

## PROFESSIONAL EXPERIENCE

### Veterans Health Administration - Management Analyst

Springfield, IL • 02/1998 - 04/2012

Department of Veterans Affairs serves more than 22 million clients by providing business planning, asset management, employee benefits, and business transition services. Major accomplishments -- \* Administrator for the Director of Budget Office \* Successfully developed and administered a \$50 million budget \* Appointed as Freedom of Information Act (FOIA) Officer, was responsible for the release of information requested while ensuring the information released was not classified or warrant protection \* Coordinated all FOIA requests and provided FOIA guidance and advice to management and staff regarding disclosure of agency records \* Produce annual budgets and forecast models on a departmental, business segment and consolidated basis working with functional department heads and senior management \* Analyze and interpret monthly variances and trends between budgets, actual and prior results in developing projections and forecast \* Provide financial support and analysis to Operations and Marketing areas for strategic business decisions and cost savings initiatives \* Coordinate and establish the development of policies, procedures and standards consistent with providing optimum service to over 150,000 customers \* Analyze each client's goals and objectives, operational procedures, annual budgets and future projections in order to develop a customized, effective marketing plan \* Evaluate needs, submit recommendations, and implement cost-effective technological solutions to help clients minimize overhead costs and maximize operational efficiency \* Recipient of production awards in 2001 - 2012 for increasing growth and offering customer cost-saving incentives

### Department Of The Army - Chief Warrant Officer

City, STATE • 05/1975 - 02/2012

Developed and administered a \$500 million annual budget, performed personnel security management, physical security management, document security management, facilities management, including supervising a staff of 255 officers and support staff, and provided support counseling to military and civilian personnel, including assistance in mission-critical incidents, and conducted over 188 Special Operation missions in a hostile environment. Oversaw major facilities renovation project of Intelligence Facility GSA-leased spaced; monitoring of contracted janitorial services and routine maintenance. Aided and advised management with interpretation and application of OSHA compliance. Wrote and enforced policies and procedures affecting day-to-day operations and conducted internal investigations. Major accomplishments -- \* Prepared written reports of weakness or inefficiencies in the classified areas of operations \* Coordinated, designed, developed and oversaw the deployment of Special Agent Teams to counter narcotics operations in the production of intelligence to assist host nation and U.S. law enforcement agencies in prosecution of the National drug war effort \* Supervised team of security special agent personnel in discipline and daily operations \* Worked with Commanding Generals to design and implement tools and controls to achieve performance goals and compiled and presented chart presentations to them on a regular basis comparing performance and quality trends against set goals \* Supervised and conducted counterespionage operations and investigations designed to surface and neutralized Foreign Intelligence Service and Counter Terrorism \* Implemented and evaluated the physical security program for all NATO communication sites in the European Theater for the protection of all restricted areas, and classified areas vital to national defense from trespassing, theft, damage, unauthorized access, espionage, terrorist attack or other criminal activity \* Coordinated and performed initial investigations regarding potential violations of law and other matters of interest to personnel security, physical security and document security \* Conducted special studies to evaluate and improve specific areas such as physical security systems, safety systems, and internal and external threat procedures \* Served as the expert on administrative policies and requirements for all administrative management matters \* Mobilized the detachment, provided the FBI and local investigators with 24-hour support during the worst terrorist attack in the United States, the World Trade Center bombing

## AFFILIATIONS

Leadership Development Program

## ACCOMPLISHMENTS

Recipient of production awards in 2001 - 2012 for increasing growth and offering customer cost-saving incentives

## PRESENTATIONS

Worked with Commanding Generals to design and implement tools and controls to achieve performance goals and compiled and presented chart presentations to them on a regular basis comparing performance and quality trends against set goals.

## SKILLS

Business Planning  
Financial Planning  
Project Manager  
Strategic Planning