

# JESSICA CLAIRE

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## Summary

Dedicated and organized professional with outstanding relationship-building and problem-solving skills. Driven to exceed expectations and operate effectively in fast-paced, high-pressure environments. Self-motivated team player adept at cultivating partnerships and building lasting relationships across all demographics and management levels. Dynamic and reliable with exceptional customer service and communication skills. Highly-motivated employee with desire to take on new challenges. Strong work ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

## Education and Training

**Master of Science:** Human Development, 05/2025

University of Rochester - Rochester

**Bachelor of Arts:** Broadcast Communications, 05/2004

SUNY College - Brockport

## Skills

- Builder of inclusive, diverse, and courageous spaces
- Fluent in Spanish language
- Conversational American Sign Language
- Design and execute events/programs for diverse communities
- Cross functional collaboration
- Foster a positive learning atmosphere with forward thinking mentality
- Professional experiences include working in fast-paced remote and in-person environments
- Thrives in a collaborative team environment and can independently manage diverse objectives

## Experience

**Diversity, Equity & Inclusion Advocate,** 10/2022 to Current

University Of Rochester – City, STATE

- Assisted in the development of a strategic DEI plan for the department and work to align it with Institutional goals
- Maintained strong knowledge of diversity, equity, inclusion, and accessibility by participating in workshops, conferences and online education classes.
- Assessed the diversity, equity, and inclusion climate to guide the development of interventions
- Negotiated contracts with vendors for desired training outcomes, fees or expenses.
- Supported meeting of goals and monitored efforts to train, recruit and retain individuals from underrepresented groups
- Scheduled meetings with employees to address concerns and grievances.

**Assistant Director, Community & Belonging,** 07/2018 to 09/2022

Rochester Institute Of Technology, RIT – City, STATE

- Established budgets and tracked expenses to drive operational efficiency.
- Oversaw the daily operations of the MOSAIC Center (Making Our Space an Inclusive Community)
- Responsible for leading and continual development of the Women of Color, Honor, and Ambition Leadership Development Program
- Designed, implemented and continually advanced leadership development programs to realize tangible, measurable results to strengthen leadership pipeline for students.
- Directed special projects and daily operations.
- Cultivated and maintained relationships to promote positive work culture.

**Manager, Multicultural Student Life,** 02/2012 to 07/2018

Rochester Institute Of Technology, RIT – City, STATE

- Created training modules and documentation to train staff.
- Communicated company directives and programs to associates and ensured all follow-up items were completed accurately and timely.
- Leveraged leadership skills to identify deficiencies and opportunities to improve policies, procedures and controls.
- Enhanced team member performance through use of strategic and tactical approaches, motivational coaching and training.
- Accomplished financial objectives by forecasting requirements, scheduling expenditures and preparing annual budgets.

**Cultural & Programmatic Initiatives Coordinator,** 05/2009 to 01/2012

Rochester Institute Of Technology, RIT – City, STATE

- Planned and executed North Star Center/MCAS Signature events that include but are not limited to: multicultural celebrations, Homecoming, Orientations, Professional Development Series.
- Fostered rapport with Institutional leadership and students to build trust and cultivate communication.
- Communicated effectively and delivered positive reinforcement to students, which enabled building of trust and rapport.
- Worked successfully with diverse group of coworkers to accomplish goals and address issues related to student success, recruitment and retention.

## Associations & Memberships

- 2022-present: Lead Consultant, Beyond Boundaries Consulting
- 2022-present: Board Member: Writers & Books Literary Arts Center
- 2022-present Member, Greater Rochester Chamber's DEI Leadership Exchange
- 2012-present: Founder/Board Present, Rochester Latino Theatre Company, Inc.
- 2017-2023 Member, National Association of Student Personnel Administrators
- 2013-2016: Chair, United Way Latino Leadership Development Program Executive Steering Committee
- 2012-2023 Member, Geva Artistic Council
- 2012-2016 Member, Association of Sorority/Fraternity Advisers
- 2001-present: Member, Latinas Promoviendo Comunidad/ Lambda Pi Chi Sorority, Inc.

## Certifications

- 2014: Dale Carnegie: Skills for Success Leadership Training, Human Relations, and Communication
- 2014: Latino Leadership Development Program from United Way of Rochester

## Websites, Portfolios, Profiles

- <https://www.linkedin.com/in/JessicaClaire1/>