

# Jessica Claire

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## Professional Summary

Versatile Managing Director with proven abilities across all levels of organizational management. Talented in developing partnerships, overseeing personnel and developing tactical plans to meet strategic goals. Proven leader with significant background in Travel and Operations.

## Skills

- Operations Oversight
- Budgeting
- Recruitment
- Process improvements
- Strategic planning and execution
- Staff Management
- Business Management
- Budget development
- Critical Thinking
- Inventory management
- Implementation, SAP

## Work History

04/2022 to Current     **Consultant**

**Manhattan Associates** – Paris, TX

- Improved performance, hiring practices and management systems to facilitate success of client's organization.
- Collaborated with teams to define, strategize and implement marketing and web strategies.
- Analyzed problematic areas to provide recommendations and solutions.
- Prepared presentations to explain revisions, enhancements and process improvements of organization's systems and programs.
- Integrated technology and business operations to identify targeted solutions to customer issues.
- Renegotiated outsourcing contracts to save considerable costs.
- Implemented practices and procedures to reduce expenditures and increase savings.
- Onboarded and managed new client accounts to boost retention rates.
- Gathered, organized and input information into digital database.
- Created monthly forecast templates and resource management allocations for approved projects

03/2021 to 09/2022     **Director of Operations**

**Ambulnz** – Fishkill, NY

- United with the Chief People Officer (CPO) to establish development of best practices, improve the efficiency of operations and implementation services that affect both internal staff and external clients
- Implemented Clear recruiting system enhancing the productivity of the recruiters
- Created and Implement Wondros Recruiting Process
- Developed and support the effectiveness of the department's management team through collaboration, leveraging resources and teamwork
- Ensure that managers recruit, develop and retain staff consistent with business needs.
- Assumed accountability for the direct oversight of Operations, HR, and, IT.
- Prepared and monitor Human Resources budget for sufficient capital in order to achieve near-term growth targets.
- Served as the point of contact in the Wrike Requisition Request implementation
- Created and provide Hiring Managers with Job Description as needed
- Served as the final HR approval in Wrike, designate approved recruitment requestion to the best fit recruiter to fulfill the position and manage process.
- Managed and work with hiring managers and teams to fill open Project Base and Staff Positions as well as identify and correct pain-point in the recruiting process.
- Compiled recruiting information regarding scope, timeline, tasks, dependencies and develop detailed new hire project plans (e.g., using Wrike, MS Project, Excel, or other project planning software)
- Facilitated meetings and written program/project updates with key internal project team members, and leadership through creation of e-mails, decks, and status slides. Prepare meeting agendas, document meeting outcomes and next steps. Ensure next steps are actioned, following up with key stakeholders, as needed
- Assist with escalated issues on priorities, goals, strategies, resources and key initiatives considering employee, business and company perspectives
- Served as the liaison between team members to determine the Arientos objectives and manage resources effectively and efficiently in an advertising agency environment
- Provide leadership in the development, design, implementation, and ongoing management of ADP system
- Analyze workflows, delegate goals and manage software.
- Work with team members to ensure technicians are complying with communication policies and procedures

01/2011 to 03/2021     **Consultant**

**Manhattan Associates** – Atlanta, GA

- Oversaw the implementation of Concur travel and expense system
- Establish maintain and coordinate internal resources and third-party vendors (JCE, Young Bull) for flawless execution of projects
- Ensure that all projects are delivered on-time, within scope and within budget
- Execute daily and weekly analysis to ensure corporate procedures are balanced
- Manage changes to project scope, project schedule and project costs using appropriate verification methods
- Track project performance, specifically to analyze successful completion of short and long-term goals
- Partner with department leads to develop change management strategies
- Track and report project status; communicate regular updates to department leads
- Reconcile four (hotel, air, car, tent pole) BET Corporate Ghost Credit Card statements by allocating the cost to the corrected department, talent, or event
- In addition, retrieve receipts, folios, and invoices for statement back up
- Execute project deliverables utilizing HR PMO tools, templates and methodology
- Established and track processes and procedures for travel reimbursements
- Oversee processing of reimbursement requests
- Audits expense reports for specific policy compliance and recover funds owed to the BET Network
- Create and maintain comprehensive project documentation for production
- Create and maintain comprehensive project documentation
- Expert with Production dates and location
- Sourcing for hotel, extended stay providers, as well as ground transportation providers
- Audit hotel contracts for tent pole events (BET Awards, Soul Train, Hip Hop, Honors)
- Submit contracts in Bala (Legal system)
- Serve as onsite hotel point of contact for group
- Internal coordinator and main point of contact for housing management for medium/small-sized meetings and events
- Serve as the housing point of contact for talent and their rep's
- Prepare rooming list for upcoming events by tracking cost-center, talent, and employee hotel stay
- Ensures that all hotel charges are pre-approved and have a valid department code pre- and post- events to streamline bill allocation process
- Reconcile rooming list against actual folio
- Process refunds
- Prepare monthly Journal entries
- Prepare reports, schedules and other documentation related to travel activity
- Respond to audit requests from various sources regarding travel reimbursements
- Prepares reports by collecting, analyzing, and summarizing data

10/2003 to 01/2011     **Accountant**

**Berkshire Hathaway Homeservices** – Burbank, CA

- Obtain job knowledge by attending professional development training seminars
- Reconciled Cash, American Express, Master Card, and Visa bank statements for 15 Districts
- Reconciled refund account
- Support reconciliations of bank statements and communicating discrepancies to Administration managers and Controller
- Reconciled Wachovia Agent checks for different locations; and reconcile referral accounts issued by Wachovia checks and Springbok's prepaid Visa
- Processed credit card chargebacks and disputes through Client line system
- Approved AP general ledger codes: distribute general ledger accounts and approval codes to process agent checks
- Prepared and post monthly journal entries and uploads to include accruals, allocations, depreciation, and bad debt
- Processed month end close in five days, and three days for quarter ends
- Run various reports such as Delivered Revenue, Missing Cost, and Disposal
- Prepared bad debt justifications
- Prepared monthly forecast and monthly balance sheet book
- Prepared depreciation schedule
- Gather audit reports for review
- Setup vendors in cash disbursement system; compiled information for 1099 reporting
- Processed wire transfer requests from other departments for invoices, reimbursements, and refunds
- Developed and implemented policy and procedures
- Forwarded W-9 forms to new vendors
- Printed checks and matched to invoices and supporting documents
- Mail payment in a timely manner
- Processed inventory adjustments
- Updated un-costed barcode/IO report biweekly
- Reconciled RTR costing

## Education

**Associate: Business Administration**  
**Strayer University** - Oxon Hill, MD

## Affiliations

- Toastmasters