
JESSICA CLAIRE

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SUMMARY

Seasoned Specialist bringing 12 years demonstrated track record of success in Pharmaceuticals. Successful at performing Beginning, Middle and End with an efficiency-driven and accurate approach. Prepared to offer skills and experience to growth-oriented company. Seasoned Specialist bringing 12-year demonstrated track record of success in Pharmaceutical. Successful at performing beginning, middle and end with an efficiency-driven and accurate approach. Prepared to offer skills and experience to growth-oriented company.

SKILLS

- Work Product Development
- Work Planning and Prioritization
- Goal Setting
- Business Planning
- Subject Matter Expert

EXPERIENCE

Consultant, 01/2021 - 06/2022

George Mason University – Fairfax, VA

- Collaborated across organization to meet needs of client or research.
- Presented at conferences and briefings, educating prospective clients about services.
- Mastered processes and focused on continuous innovation to provide world-class service to clients.
- Researched key business issues, collecting and analyzing quantitative and qualitative data.
- Formulated implementation plans, evaluating effectiveness of actions and programs.
- Converted financial data resulting in compelling and graphical story.
- Translated needs, issues and ideas into effective strategies and action plans.
- Developed client proposals outlining project structure, approach and work plan.
- Recommended process and systems improvements such as changes to standard operations.
- Wrote reports outlining results to facilitate management decision making.
- Coordinated services with external companies to check whether utility installations were completed on schedule.
- Served as liaison between certain departments to implement new improvement plans and changes.
- Supported trainer engagement in technical and administrative services, encompassing back-end workers, designers, planners and other personnel.
- Identified needs of customers promptly and efficiently.

Support Associate, 02/2009 - 11/2020

Fidelity National Information Services – Columbus, OH

- Assisted production team by providing administrative support such as SOP's, practice and production.
- Collaborated with upper management teams to complete smooth and cost-effective events.
- Evaluated production documents to check for accuracy and note missing information.
- Provided diverse assistance to technicians and associates.
- Completed daily data entry of all information.
- Gathered, organized and validated production data.
- Developed and updated tracking files using company electronic tracking.
- Maintained records for support and production areas.
- Administered product training to all partners, stakeholders and support team, keep everyone updated on operational requirements.
- Configured new employee work stations consisting of hardware, software and peripheral devices.

Manager, 01/2006 - 01/2009

Vodafone – Ahmedabad, IN

- Entered time and attendance logs in preparation for payroll.
- Assigned tasks to associates to fit skill levels and maximize team performance.
- Greeted and encouraged feedback from customers to implement in-store operational changes.
- Exercised good judgment and decision-making in escalating concerns and resolving issues.
- Applied continuous improvement program in daily activities to boost productivity, improve quality and reduce costs.
- Recruited and hired qualified candidates to fill open positions.
- Collaborated with staff to maximize customer satisfaction and streamline procedures.
- Maintained adequate staffing to meet objectives of programs and services within budget.
- Trained employees on additional job positions to maintain coverage of roles.
- Maintained contact with clients and assisted in developing procedures to identify and track value-added services.
- Conducted quality, timely performance feedback and performance appraisals.

Working Area Lead Trainer, 11/1987 - 11/2005

Lukens Steel – City, STATE

- Optimized training curriculum while utilizing instructional techniques, team exercises, group discussions and lectures.
- Introduced 4 training tutorials to support 4 processes and protocols.
- Supported leadership by participating in team meetings and workshops to identify process improvements and quality measures for new hire training.
- Improved training program effectiveness while monitoring, evaluating and recording initiatives to deliver management feedback for corrective action planning.
- Leveraged industry trends to ensure up-to-date training delivery.
- Aided workers with job improvement skills while developing alternative training methods.
- Partnered with management to conduct individual training needs analysis for required coaching and training.
- Reduced process lags by training small groups of employees on best practices and protocols.
- Developed training modules in Adobe Captivate to support staff for updated procedures and knowledge-base updates.
- Delivered training to over many staff members and quality assurance teams while managing employees to maximize performance.
- Maintained strong knowledge of all jobs and tasks by participating in workshops, conferences and online education classes.
- Explained goals and expectations required of trainees.
- Evaluated client processes, employee performance and training progress to determine additional training needs.
- Created training schedules to meet hiring demands of maintenance and production departments.
- Developed complete training programs and led training using expert learning techniques.
- Documented training activities and changes to analyze program effectiveness.
- Evaluated training materials prepared by instructors and offered actionable suggestions for improvement.
- Checked tracking systems for student and instructor leaves, attendance scores and overall performance.
- Cross-trained on all devices and continued training end users in new applications.
- Developed skill-specific training programs to promote employee development.

EDUCATION AND TRAINING

High School Diploma: 06/1979

Southern Lehigh High School - Center Valley, PA