

# JESSICA CLAIRE

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## SUMMARY

Hardworking, dedicated Martial Arts Instructor to adults and children of all ages. Community manager and networker with amazing customer service and sales ability. Effectively performs all necessary duties in any employment.

## SKILLS

- Skill development
- Recreation program leadership
- Learning skills development
- Workshop and conference presentations
- Student engagement
- Public speaking
- Interactive teaching/learning
- Detailed instruction
- Fluent in Portuguese
- Organization
- Active listening
- Conflict resolution
- Employee Management
- Curriculum Management
- Payroll Management
- Environment Management

## EXPERIENCE

01/2017 to Current **Martial Arts Instructor**

**Life Time Fitness** – Garland, TX

- Demonstrated proper martial arts techniques and helped students practice and master techniques and embrace individual learning needs and realistic goals for advancement.
- Managed all advertising through social media and YouTube campaigns.
- Carefully orchestrated a community within the student base of multi-spoked connections, via non-training oriented community events, networking, and martial arts events all over Florida.
- Created a philosophy and mission of how to teach effectively and joyfully, and spread that philosophy and mission to other instructors.
- Managed a small community of instructors to provide classes daily.
- Managed all pay for the instructors in the program.
- Created a schedule for instructors in the program.
- Sought out extra training both in the martial art and in the art of teaching to further increase effectiveness as a program leader/head instructor.
- Assessed participants' progress, corrected problems and advised on better methods.
- Organized and documented all income, including distributing a percentage into an advertising budget.

06/2016 to 10/2021 **Director**

**Austin Peay State University** – Clarksville, TN

- Managed documentation for all clients of both the preschool and afterschool programs, including various waivers, emergency contacts, immunization and proof of physical forms.
- Managed documentation for all employees, including various waivers, documentation of continued and relevant training, and background screenings.
- Created, oversaw, and implemented the curriculum for both the preschool and afterschool programs.
- Designed, implemented, and maintained the academy environment, both in accordance with preschool licensing requirements and with the general vision and direction of CapoKids' creators. This environment was modified monthly to match the educational theme.
- Taught all classes in both the preschool and afterschool programs, including formal education and martial arts classes for both programs.
- Cultivated and maintained positive relationships with employees and freelance personnel.
- Recruited, trained and managed volunteers.
- Improved staff morale by optimizing workload to support work-life balance.
- Assuaged any problems or displeasure the clients may have experienced via the fiscal department of the company.
- Made warm calls to prospective clients, and ensured their transition from prospect to legitimate client through well-established and studied marketing methods.
- Managed the outdoor environment, including lawn and maintenance work.

03/2013 to 05/2016 **Barista**

**Sun Country Tours** – Bend, OR

- Operated cash register, collected payments and provided accurate change.
- Prepared and served hot and cold beverages such as coffee, espresso drinks, blended coffees and teas.
- Greeted guests with pleasant smile and superior customer service.
- Maintained calm demeanor during high-volume periods and special events.
- Maintained clean and organized workspace, enabling coworkers to locate resources and product.
- Memorized official and off-menu coffee and tea preparations.
- Described menu items to customers and suggested products based on stated preferences.
- Received and accurately processed customer payments.
- Maintained highest standards of conduct and service to support company reputation.
- Educated customers on beverage menu items and provided samples of daily brews.
- Managed morning rush of customers daily with efficient, levelheaded customer service.
- Merchandised display cases and promoted prepared foods.
- Monitored cafe for seating availability, safety and wellbeing of guests.
- Created complex, hand-crafted beverages based upon customer preferences.
- Managed inventory by establishing and adjusting ordering parameters, accurate forecasting and monitoring waste.
- Checked temperatures of freezers, refrigerators and heating equipment.
- Supported store manager with recruiting, interviewing and hiring baristas.
- Performed minor maintenance and repairs on equipment and handled troubleshooting tasks to keep coffee machines operational.
- Decreased food and utensil waste by waste separation and recycling.

03/2009 to 05/2012 **Server**

**La Madeleine, Inc.** – Lewisville, TX

- Greeted customers, answered questions and recommended specials, wine and desserts to increase profits.
- Operated POS terminals to input orders, split bills and calculate totals.
- Satisfied customers by topping off drinks and anticipating condiments, napkins and other needs.
- Promoted desserts, appetizers and specialty drinks to optimize sales.
- Collaborated with host, bus person and cook to serve up food and beverage options.
- Enforced minimum age requirements for consumption of alcoholic beverages by checking identification.
- Arranged place settings with fresh tablecloths, tableware and flowers to create appealing tables.
- Developed rapport with guests and assisted in generating repeat business by providing exceptional customer service.
- Completed cleaning duties by sweeping and mopping floors, vacuuming carpet and tidying up server stations.
- Provided exceptional service to high volume of daily customers.
- Cleared table and bussed dishes to allow for quick setups.
- Stocked server areas with supplies before, during and after shifts.
- Maintained accuracy while handling payments, giving change and printing receipts to customers.
- Set up dining room to meet hospitality and service standards.
- Resolved customer concerns with friendly and knowledgeable service.
- Welcomed guests with personable attitude and brought beverage orders while reviewing menu options.
- Checked on guests to verify satisfaction with meals and suggested additional items to increase restaurant sales.
- Developed strong and lasting resident relationships.
- Answered guest questions regarding menu, food and beverage preparation, recipe ingredients and allergens.
- Communicated with kitchen staff frequently to stay up-to-date on supply availability and potential customer wait times.
- Implemented sanitary food handling, holding and service protocols.
- Addressed concerns or complaints quickly to improve service and escalated more advanced issues to management for resolution.
- Handled food safely and kept spaces clean to protect customers from foodborne illness and maintain proper sanitation.
- Maintained knowledge of menu items, garnishes, ingredients and preparation methods to assist guests with menu selection.
- Completed opening and closing checklists to facilitate smooth restaurant operations.
- Documented food orders and ran items to guest tables in dining room.
- Reset tables between guests, including refilling condiments and wiping down all surfaces.
- Calculated charges, issued table checks and collected payments from customers.
- Relayed orders and special requests to cooks.
- Handled special customer requests such as separate checks and menu substitutions.
- Minimized customer wait times by taking and filling large volume of orders each day.
- Provided timely checks on guest needs and brought requests.
- Calculated accurate bill amounts and processed cash and credit card payments.
- Restocked tables, wait staff areas and order staging areas.
- Confirmed customers' ages for alcohol service and discontinued service to intoxicated guests.
- Discussed dining menu information to aid in decision process for senior residents.
- Cross-trained as host and helped with tasks such as greeting diners and escorting guests.
- Updated customers on menu changes and new food and beverage offerings to maintain quality service relationships.
- Welcomed incoming patrons and seated at optimal locations based on individual preferences and server balancing requirements.
- Washed buffet, restaurant and banquet items, including silverware, dishes, cooking utensils, equipment and displays.
- Requested photo identification from patrons ordering alcoholic beverages to verify legal age of consumption.

## EDUCATION AND TRAINING

05/2016

**Bachelor of Science: Kinesiology**

**Southern Illinois University Edwardsville** - Edwardsville, IL

- President of the Capoeira Volta Ao Mundo Club

## High School Diploma

**Glenwood High School** - Chatham, Illinois

## LANGUAGES

**Portuguese:**

**Negotiated:**

## CERTIFICATIONS

- Certified Professor in Capoeira, Capoeira Volta Ao Mundo - 2021
- Certified VPK Teacher, CapoKids Phillipi Shores - 2019
- Certified School Bus Driver with CDL Class B, CapoKids Phillipi Shores - 2017
- Certified Preschool Director, CapoKids Phillipi Shores - 2019