

# Jessica Claire

Montgomery Street, San Francisco, CA 94105  
(555) 432-1000 - resumesample@example.com

## Professional Summary

Forward-thinking, bilingual professional with 8 years of remote work expertise, and 10+ years of multifaceted experience in operations, sales, and organizational development. Adaptive leader, with a capacity to organize and execute multiple projects in high-stress environments by utilizing a strong technology expertise. Excellent communication and team-building skills adept at forging relationships with internal and external partners.

## Skills

- UFluent in Spanish
  - Communications development
  - Change management
  - Hiring and recruitment
  - Expertise in Salesforce
  - Project organization & management
  - Sales operations & training
  - Employee engagement
  - Employee training & on-boarding
  - Strategic decision-making
  - Relationship Development
  - Team Leadership
- Policies And Procedures Implementation
  - Solutions Development
  - Social Media
  - Market Strategy
  - Insurance Knowledge
  - Process Improvements
  - Staff Management
  - Sales
  - Scheduling
  - Budgeting
  - Operations OversightHumanHumanH

## Work History

10/2017 to 05/2020	<div><b>Consultant</b> <b>Avalara Inc.</b> – AZ, State<ul style="list-style-type: none"><li>• Monitored social media and online sources for industry trends.</li><li>• Curated and segmented editorial content to increase engagement and channel growth.</li><li>• Managed contractor teams to generate original content and moderate online community.</li><li>• Analyzed and reported social media and online marketing campaign results to engage and strengthen presence.</li><li>• Promoted successful outcome of web development strategy by aligning consistent brand messaging and visual designs across all digital outlets.</li><li>• Evaluated organizational systems to identify workflow, communication and resource utilization issues and develop improvement plans.</li><li>• Streamlined recruiting processes, coordinated new hire orientations and provided onboarding and training for new employees.</li><li>• Recruited top talent to maximize profitability.</li><li>• Reduced process gaps while supervising employees to achieve optimal productivity.</li><li>• Facilitated communication and coordination between employees and management by implementing technology platforms.</li><li>• Automated office operations while managing client correspondence, record tracking and data communications.</li><li>• Organized, reviewed, and edited training manuals, multimedia visual aids and other educational materials.</li><li>• Conducted orientation sessions and organized on-the-job training for new hires.</li><li>• Identified plans and resources required to meet goals and deadlines by setting timelines, checkpoints, and coordinating with contractors.</li><li>• Transformed video and audio recordings into digital formats for editing and archiving; overseeing all phases of podcast production.</li><li>• Played instrumental role in creative planning and review sessions, working with internal teams to elevate quality of content and designs.</li></ul></div>
08/2013 to 03/2017	<div><b>Director of Operations</b> <b>Telerent Leasing Corp.</b> – Syracuse, NY<ul style="list-style-type: none"><li>• Produced regular Salesforce reports to evaluate performance, adjust strategies and maintain agile, sustainable operations.</li><li>• Delegated assignments based on sales and operations plans, project needs, and knowledge of individual team members.</li><li>• Modernized and improved operational procedures to increase efficiency and profitability while controlling costs and preventing waste.</li><li>• Co-created annual budget with CEO, developed comprehensive plan to accomplish company objectives while staying within budget.</li><li>• Evaluated sales scripts to identify strategies and resource needs for effective production.</li><li>• Optimized operational processes by utilizing Salesforce to address client-specific metrics.</li><li>• Resolved all issues efficiently, which in turn enhanced customer satisfaction ratings.</li><li>• Analyzed business needs while soliciting customer feedback for process improvements.</li><li>• Tasked to increase growth by solidifying workflow processes, strengthening client relationships and improving communications supporting client advocacy.</li><li>• Educated management on successful policy implementation and enforcement actions to prevent employee legal entanglements.</li><li>• Worked with CEO to structure compensation and benefits according to market conditions and budget demands.</li><li>• Created and implemented forward-thinking initiatives to improve employee engagement.</li><li>• Streamlined HR efficiencies, coordinated new hire orientations and provided onboarding and training for new employees.</li><li>• Served as representative in various community functions to further enhance company image and develop additional business.</li><li>• Discovered and resolved complex employee issues that affected management and business decisions.</li><li>• Maintained company compliance with all local, state and federal laws, in addition to establishing organizational standards.</li><li>• Promoted employee buy-in of organizational objectives by conducting regular meetings for established employees to voice concerns.</li><li>• Facilitated onboarding sessions and on-the-job training for new hires, bolstering employee job position knowledge and skillset.</li><li>• Supported market expansion initiatives while implementing process improvements to execute demand analysis and drive growth.</li><li>• Strengthened operational efficiencies by developing organizational filing systems for confidential employee records and reports.</li><li>• Identified and suggested remedies for areas of improvement based on detailed reports and analysis.</li><li>• Processed employee W-9 and I-9 forms and managed benefits and leave time.</li><li>• Managed payroll data entry and processing for employees to comply with predetermined company guidelines.</li><li>• Updated employee files with new details such as changes in address or salary levels.</li><li>• Managed quality assurance program, including on-site evaluations, internal audits and customer surveys.</li><li>• Resolved conflicts and negotiated mutually beneficial agreements between parties.</li><li>• Developed team communications and information for sales meetings.</li><li>• Stayed on top of applicable federal and state requirements to minimize legal and financial risks.</li><li>• Entered financial data into company accounting database for verification and reconciliation, maintaining accurate and current accounts at all times.</li><li>• Proofread and edited materials prepared by staff to correct spelling, grammar, style and ensure brand messaging.</li><li>• Drafted internal memoranda for company employees.</li><li>• Helped plan and execute company and client events.</li><li>• Conferred with sales teams and team leaders to communicate targets, boost revenue and improve strategies.</li><li>• Devised and published metrics to measure organization's success in delivering world class customer service.</li><li>• Completed special projects by using effective decision making, critical thinking and time management skills.</li><li>• Improved customer service initiatives by streamlining sales and order management processes.</li></ul></div>
03/2012 to 03/2017	<div><b>Licensed Insurance Broker</b> <b>Kaiser Permanente</b> – Victorville, CA<ul style="list-style-type: none"><li>• Monitored customer buying trends, market conditions and competitor actions to adjust strategies and achieve sales goals.</li><li>• Collaborated with clients to maintain relationships and provide customers with thorough support and guidance.</li><li>• Utilized advanced sales skills to overcome objections, persuade clients to purchase policies and close deals.</li><li>• Tracked progress of all outstanding insurance claims.</li><li>• Analyzed sales volume, retention and loss ratio trends to identify areas for improvement.</li><li>• Sought out new clients and developed client relationships through networking, direct referrals, lead databases and cold calling.</li><li>• Calculated quotes and educated potential clients on insurance options.</li><li>• Reported policy changes and company conditions affecting customer satisfaction.</li><li>• Remained impartial in order to advise clients based on circumstances.</li><li>• Supported sales, brokers, consultants and underwriters in marketing and sales activities.</li><li>• Strategized with clients to create customized insurance policy packages while informing clients of opportunities to protect assets.</li><li>• Met with prospective customers and business owners in homes, businesses and other settings.</li><li>• Adhered to health and prescription insurance products, delivery systems and claims systems.</li><li>• Recommended type and amount of coverage based on analysis of customers' circumstances using persuasive sales techniques.</li><li>• Conducted annual reviews of existing policies to update information.</li></ul></div>
12/2009 to 03/2012	<div><b>Executive Assistant to President</b> <b>Spiralight Group</b> – City, STATE<ul style="list-style-type: none"><li>• Responded to emails and other correspondence to facilitate communication and enhance business processes.</li><li>• Developed and updated spreadsheets and databases to track, analyze and report on sales data and agent commissions.</li><li>• Managed external contacts for CEO and kept track of periodic communication needed for priority contacts.</li><li>• Functioned as backup in areas of sales, support, and services.</li><li>• Obtained revenue and paid invoices by verifying and completing payable and receivable transactions.</li><li>• Created and maintained detailed, organized and timely records of transactions to support legal compliance.</li><li>• Diminished financial discrepancies and managed monetary transactions, including deposits and credit card transactions.</li><li>• Improved sales processes to streamline customer acquisition and onboarding strategies.</li><li>• Customized brand message to reach and capture target audience interest and drive engagement.</li></ul></div>

## Education

10/2020	<div><b>Master of Science: Organizational Leadership</b> <b>Colorado State University (Global Campus)</b> - Aurora, CO<ul style="list-style-type: none"><li>• Concentration in Human Resources</li></ul></div>
10/2020	<div><b>Certification: Non Profit Management</b> <b>The NonProfit Times</b> - Morris Plains, New Jersey</div>
08/2012	<div><b>Bachelor of Arts: Social Sciences</b> <b>Ashford University</b> - Clinton, Iowa<ul style="list-style-type: none"><li>• Concentration in Education</li><li>• Minored in Healthcare Administration</li></ul></div>
10/2010	<div><b>Insurance License: Health, Life, Disability, Retirement</b> <b>State of Ohio</b> - Columbus, Ohio</div>