

# Jessica Claire

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## Professional Summary

Accomplished civilian professional with 12 years in Education and Training. Experienced in developing performance standards and training objectives. Ability to clearly communicate to senior/ leadership both orally and written. Has outstanding customer service skills, and able to handle multiple assignments in highly pressured situations. Conducts lectures and preparing the material for transitioning students. Proven success in planning and problem solving in cClaireenging office environments. Accustomed to working in a fast-paced environment and successfully handling several responsibilities simultaneously.

## Skills

- Time and Project Management
- Creative Thinking and Organization
- Written and Oral Communication
- Professionalism
- Leadership Skills
- Problem Solving

## Work History

- 09/2018 to Current    **Education Transition Counselor**  
**Caliber Schools – Richmond, CA**
- Facilitate monthly employment and education workshops to all transitioning military personnel to achieve the Veterans Opportunity to Work (VOW) and Career Readiness Standards (CRS) mandated compliance. Instruct individuals in additional career development techniques, such as job search and application strategies, resume writing, and interview skills. Conduct group of 4 pre-separation and initial counseling appointments 4x a month. Provide assistance in Transition, Goals, Plans and Success, in Accessing Higher Education Track workshop for transitioning members (all services) to include their respective spouses. Works closely with Texas Veterans Commission to ensure maximum benefits are attained for members.
  - Interview clients to obtain information about employment history, educational background, and post separation career goals, and to identify barriers to employment. Assess the client's needs for necessary additional transition assistance, such as additional career or vocational training, guiding service members in developing goals/plans in areas such as relocation, employment readiness, stress management through transition and when appropriate determine referral services. Provide individual and family consultation services, education, referrals, and follow-up. Assess training needs through surveys, interviews with employees, focus groups, and/or consultation with managers, instructors or customer representatives.
  - Maintain current knowledge on career trends to provide clients with current information on community resources, such as college degree programs and admission requirements, financial aid opportunities, trade and technical schools, and apprenticeship programs.
  - Accountable for self-monitoring of an average of 450 clients and maintaining the accuracy of the data, the integrity of the case file and the confidentiality of the clients' information. Follows up with clients engaged in transition activities and as required make appropriate data entry for recording and tracking client's progress.
  - Promote career and employment-related community programs and events, such as hiring events, career planning presentations, and work experience programs. Performs a variety of outreach duties such as Newcomer's Orientation, Informed Decision Briefings, Pre-Separation, Transition Assistance Program with the Airman and Family Readiness Center, and Transition Information Program(TIP).
- 05/2018 to 09/2018    **Education Specialist**  
**Department Of Veterans Affairs – Bedford, MA**
- Developed, implemented curricula, course content, and course materials utilizing a variety of instructional systems to aid students in the development of their skills and confidence in basic academic areas. Researched the job market and hiring trends, interpreted findings, to offer additional insight to support students' career and educational goals. Created schedules, attendance rosters, required data and maintained student case files.
  - Presents monthly classes and workshops on, life skills, and workforce entry skills such as, job search strategies, resume writing, interview skills and dress for success. Conducted mock interviews workshops, interview preparation, salary negotiation strategies, to equip students with valuable networking strategies.
  - Conduct interviews utilizing a wide range of concepts, theories and practices in career counseling to establish the nature of needs to provide assistance to students in developing goals and plans and when appropriate determine the need for referral services for additional transition support. Administered to students' college and career aptitude and interest inventories; evaluated and interpreted data to identify issues to determine course of action to positively affect students' work or life goals. Provided individual career and educational counseling and insight regarding job search strategies.
  - Provided expert and professional guidance to instructional staff and senior leadership on the curriculum development and new policies and procedures for the transition program. Established positive and trusting relationships with students and coordinated and provided supportive services to support academic persistence fostering student success, accountability, self-advocacy, and self-awareness, significantly increasing student interest and participation, exceeding required monthly attendance by 50%. Negotiated with the Consortium for the need of several technological resources to develop opportunities for students to gain real world experience, information and exposure to targeted career pathways, resulting in the approval and purchase a minimum of \$2500 in technology and software within the program for each transition program in the consortium.
  - Designed marketing and public relation material and program newsletters that aided in the increase interest and participation in the program.
- 04/2009 to 05/2018    **Education Technician**  
**Randolph AFB – City, STATE, United States**
- Served as lead point of contact in the certification of Veteran's Administration (VA) and Military educational benefits. Counseled and advised eligible veteran students and dependents in utilizing educational benefits and remaining in compliance with VA requirements. Guided benefited VA and Military students through the educational benefit application process Reviewed, evaluated, and verified student records to determine eligibility for VA and TA educational benefits.
  - Provided expert and professional guidance to instructional staff and senior leadership on the curriculum development and new policies and procedures for the transition program. Advise on the establishment of realistic educational and vocational goals; Provide information concerning occupational characteristics and their requirements; and Provide guidance based upon aptitude, interest, and/or achievement assessments.
  - Designed marketing and public relation material and program newsletters that aided in the increase interest and participation in the program. Performs a variety of outreach and customer services duties such as Newcomer's Orientation, Informed Decision Briefings, Pre-Separation, Commanders' Calls, Transition Assistance Program with the Airman and Family Readiness Center, and Transition Information Program(TIP).
  - Serve as programs and services marketing officer to ensure all programs and services are well advertised to serviced personnel.

## Education

### Instructional Design And Delivery

American Military University, Some College - Charles Town, WV  
GPA: 4.0, Credits Earned: 15 Semester Hours

4 /2017                    **Technical Or Occupational Certificate: Family Studies**  
**American Military University - Charles Town**  
GPA: 4.0, Credits Earned: 18 Semester Hours

12/2011                    **Master's Degree: Organizational Management, Human Resource Management**  
**Ashford University - Clinton, IA**  
GPA: 4.0

5 /2010                    **Bachelor's Degree: Organization Management, Psychology**  
**Ashford University - Clinton, IA**  
GPA: 3.14, GPA: 4.0

## Accomplishments

- While assigned as an Transition counselor working with clients, averaging an increase of client participation in the program of a minimum of 120 individuals a quarter. With a total of being 480 clients served at the end of the year.

## Affiliations

ATD Core 4 Association for Talent Development The Journal of Teacher Education (JTE)Educational Leadership National Education Association American Counseling Association Journal of Counseling Psychology The NEA Almanac of Higher Education