

# JESSICA CLAIRE

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 100 Montgomery St. 10th Floor

## SUMMARY

Professional Advocate skilled in providing services to children and families in need. Established long-lasting connections with families to achieve goals of health and self-sufficiency. Excellent interpersonal skills, tact and diplomacy.

## SKILLS

- Client relationship management
- Interdisciplinary teamwork
- Quality improvements.
- Document management
- Leadership
- Teambuilding
- Fluent in Spanish
- Working collaboratively
- Microsoft Office
- Multitasking
- Computer skills
- Reliable and trustworthy
- PPE use
- Communication
- Clerical
- Project planning
- Collaboration
- Basic math

## EXPERIENCE

### Bcfs - Advocate

Boerne, TX • 05/2018 - 10/2019

- Assessed effectiveness of treatment plans and made adjustments to achieve service plan goals.
- Drafted individual reports and maintained case files in alignment with company policies and privacy guidelines.
- Liaised with family members to discuss progress and develop ongoing plans for counseling goals.
- Evaluated and addressed individual client needs and concerns.
- Acted as role model for clients by exhibiting positive behaviors.
- Produced referrals for various community resources, housing and transportation services.
- Worked with severely mentally ill, homeless and dually-diagnosed adults.
- Provided counseling and emotional support for clients.
- Presented case history material for review and discussion with staff members.
- Arranged and facilitated support groups, life skills education programs and supportive counseling for survivors by coordinating appropriate trained and licensed service providers.
- Contacted child protective services regarding identified, at-risk children.
- Answer 24/7 crisis line.
- Worked at the temporary emergency housing, and transitional safehouse services, confidential and provides a safe place for survivors who have been exposed to violence and /or sexual abuse (i.e.: Commercial Sexual Exploitation), also offer longer term transitional housing for survivors of domestic violence and their children, with 24-hour support, on-site supervision, and basic needs.
- I provided accompaniment to court
- I provided hospital response to sexual assault and domestic violence.
- I provided law enforcement advocacy.
- I filed restraining orders for clients.
- I provided individual counseling for clients.
- I also did community outreach.
- I also provided support groups (including in Spanish).
- Safety planning.
- I provided survivors and victims of domestic violence, sexual assault, youth/adult exploitation, and elder abuse:
- Sa

### Amazon - Sorter Operations Associate

City, STATE • 10/2017 - 04/2018

- Sorted incoming shipments and separated packages by size, type and destination within warehouse.
- Communicated clearly and effectively with colleagues to facilitate workflow and troubleshoot issues needed.
- Scanned packages with RF scanner, sorted packages and palletized products according to warehouse or shipping destination.
- Contributed to operational efficiency by maintaining cleanliness of conveyor and areas surrounding sorting line.
- Operated standard warehouse equipment to load, unload and transfer products, taking extra precaution when moving fragile materials.
- Organized and marked materials with indications such as grade or acceptance-rejection status.
- Transported picked products to packing area and verified proper packaging, sealing and labeling.
- Opened bags and cartons received in warehouse, sorted contents according to product type and number and confirmed quality of products received.
- Operated pallet jacks, forklifts and hand trucks to move products within warehouse and to and from shipping areas.
- Unloaded and received shipments into warehouse, verified good condition and proper paperwork and transported to corresponding storage location.

### Maria's Janitorial Service - Commercial Cleaning Service

City, STATE • 11/2002 - Present

- Kept bathrooms in clean, functional condition by scrubbing stalls, cleaning toilets and tidying storage shelves.
- Collected trash from floors within hallways, bathrooms and work areas.
- Removed trash bags, broke down boxes and placed recyclable materials in designated disposal areas.
- Employed deep-cleaning techniques for areas in need of additional sanitation.
- Replenished supply of hand soap, paper towels and other consumables.
- Washed and polished glass windows and doors to keep entryways clear and professional.
- Maintained safety protocols through safe handling of equipment and chemicals.
- Created checklists for daily stocking of housekeeping carts to improve inventory management and prevent unnecessary trips to stockroom.
- Performed and documented routine inspection and maintenance activities to meet client expectations.
- Strengthened building cleanliness by inspecting perimeters, picking up trash and sweeping sidewalks.
- Buffed tile floors to maintain polished appearance.
- Kept business entrances clean, tidy and professional in appearance.
- Completed in-depth restroom cleanings, including partitions, decoration, toilets, urinals, sinks, counters, and mirrors.
- Dusted interior furniture, exhibit cases, pictures and frames, chairs, trim and light fixtures, using long handles and ladders to clear cobwebs from high places.
- Completed routine maintenance checks, notifying management of needed repairs.
- Sorted and disposed of trash and recycling materials to keep common areas clean and organized.
- Followed company uniform, performance and security policies with every job.
- Responded promptly to requests to clean and sanitize areas after accidents.
- Checked inventory for required supplies and made lists for needed cleaning products.
- Organized custodial closets to easily find equipment and supplies.
- Handled, mixed and stored chemical cleaners in compliance with safety requirements and standard operating procedures.
- Maintained inventory of cleaning supplies and documented items requiring reorder.
- Addressed minor maintenance issues such as clogged toilets and burned out light bulbs, reporting more serious conditions to supervisors for attention from maintenance technicians.
- Notified management of structural issues and major repairs.
- Monitored supply levels and requested new items to maintain completing daily cleaning tasks.
- Identified major repair and maintenance needs and notified management of concerns.
- Adhered to safety processes for manual and electric cleaning equipment to minimize risk.
- Pulled chewing gum from undersides of tables, desks, chairs and various other fixtures, discarding gum and sanitizing area.