

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Skilled Senior Aviation Operations Sergeant bringing United States Army background and level-headed approach to crisis situations. Facilitates communication, coordinates responses and protects general public during natural and man-made disasters. Offers analytical mindset and good planning abilities honed in challenging environments.

ACCOMPLISHMENTS

- Used Microsoft Excel to develop ammunition inventory tracking spreadsheets.
- Documented and resolved aircraft scheduling conflicts which led to much higher operational readiness.
- Collaborated with team of 7 in the development of international aviation operations for VIP clientele.
- Awarded for Meritorious Service by completing 3 aviation resource inspections with accuracy and efficiency.

SKILLS

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| <ul style="list-style-type: none">Fire Support OperationsOffensive OperationsDisaster ResponseCommunications SecurityCombat Operations PlanningMaintenance Inspections | <ul style="list-style-type: none">Effective Team ManagementPlatoon SupervisionExceptional Customer ServiceStandard Operating Procedures UnderstandingFlexible and AdaptableSelf-motivated professional |
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WORK HISTORY

11/2018 to 09/2022 **Senior Aviation Operations Sergeant**

C&S Family Of Companies – Plymouth, MA

- Assisted with tactical planning by compiling and evaluating important operations and intelligence data.
- Trained personnel in important first response procedures.
- Helped implement disaster plans, coordinating teams and resources to swiftly respond to problems.
- Developed strategic plans to warn, control and evacuate personnel and general public from critical zones.
- Responded quickly to crisis situations, balancing operational requirements against public safety to effectively handle dynamic needs.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Worked flexible hours; night, weekend, and holiday shifts.
- Performed duties in accordance with applicable standards, policies and regulatory guidelines to promote safe working environment.
- Used critical thinking to break down problems, evaluate solutions and make decisions.

02/2014 to 10/2018 **Training Non-Commissioned Officer**

Petco – Livermore, CA

- Developed and implemented effective lesson plans to cover necessary material.
- Identified training needs and planned classes accordingly.
- Trained more than 100 Soldiers to enhance success in field operations.
- Evaluated success of training programs and recommended improvements to upper management to enhance effectiveness.
- Adjusted instructional strategies according to student needs and understanding of material.
- Acted as training subject matter expert and provided extensive technical support to different departments.
- Trained and mentored over 25 new personnel hired to fulfill various roles.
- Created curricula, instructions, documents and written tests for various types of training courses.

09/1999 to 01/2014 **Turbine Engine Mechanic**

Massachusetts Army National Guard – City, STATE

- Built and repaired engines for UH-60A, A+, L and M, UH64 and UH-1, OH58D model aircraft.
- Worked on both conventional and modified systems to troubleshoot and repair issues, alter assemblies and make final adjustments.
- Documented maintenance actions with integrated data system.
- Used dry ice and ovens to install bearings and seals.
- Inspected and repaired aircraft structures, mechanical components and hydraulic systems.
- Utilized computerized diagnostic tests to complete random quality checks.
- Followed work orders, technical drawings and procedures in delivering scheduled maintenance and service with minimal downtime.
- Minimized risks and incidents by strictly adhering to regulations, safety rules and codes.
- Corrected issues with mechanical, electrical and hydraulic systems, enhancing performance and reducing recurrence of maintenance issues.
- Performed troubleshooting procedures to assess causes of issues and deliver properly functioning turbines.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Worked flexible hours; night, weekend, and holiday shifts.

06/1997 to 07/2009 **Property Management Assistant**

Pappas Enterprises – City, STATE

- Promptly responded to tenant complaints and concerns for over 300 properties.
- Managed maintenance and custodial staff of Court Square Press and Macallen Buildings.
- Greeted approximately 30 prospective tenants weekly
- Handled tenant complaints promptly and appropriately, calling in repairmen and other support services.
- Completed final move-out walk-throughs with tenants to identify required repairs.
- Monitored progress of construction and maintenance projects and notified appropriate individuals of project updates, delays and schedule changes.
- Maintained operational facilities attractive to potential tenants by organizing regular maintenance, major repairs and capital improvement projects.
- Handled disciplinary actions, performance appraisals and terminations of company staff.
- Maintained sufficient number of units market-ready for purchase
- Developed, reviewed and submitted property operating and capital budgets.
- Organized and participated in meetings to give residents opportunity to ask questions and provide forum for issues to be addressed.
- Decreased operating cost 11% by implementing cost control procedures.

EDUCATION

05/1997

High School Diploma

Braintree High School - Braintree, MA

CERTIFICATIONS

- Suicide Intervention Instructor Training - 2015