

JESSICA CLAIRE

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SUMMARY

Driven and decisive leader offering 3+ years of experience managing teams to deliver compliance, personnel communication and workforce programs. Flexible and focused with expertise in recruitment and retention, mediation, staff training and development and complex problem resolution. Develops and implements retail sales and marketing strategies and initiatives aligned with overall business strategy.

SKILLS

- Quick learner
- Client-focused
- Exceptional people skills
- Retail Management
- Project management abilities
- Product and service knowledge
- Staff development
- Concept development
- Supervising staff
- Store Growth Planning
- Operations Oversight
- Staff Scheduling
- Sales Tracking
- Process Improvements

EXPERIENCE

Osf Healthcare - Lead Patient Flow Analyst

Urbana, IL • 03/2021 - 07/2022

As a patient flow analyst I work collaboratively in a team made up of other analysts and RNs providing proficient internal and external movement throughout all major OSF facilities as well as the staffing related to those same facilities

I use critical thinking to bring about resolutions to complex decisions relating to patient movement, patient transfers, doctor facilitations, staffing attendance and time keeping records and much more. I am a proficient user of EPIC, API, Smartweb, and all other patient logistic programs that allow me to complete my tasks in a timely and accurate manner. I also led a team of analysts and maintained the following:

- Resolved inquiries from patients, families and external payers.
- Reviewed flagged items daily and resolved issues.
- Scheduled and confirmed self schedule staffing.
- Analyzed demand and recommended updates to calendar schedule.

Southern Illinois University Carbondale - Senior Guest Advisor

City, STATE • 07/2020 - 05/2021

At GameStop I was a Senior Guest Advisor which is their name for a manager. As one of three managers I handled day to day operations with a staff of retail associates in association with my fellow SGAs and store manager. These day to day tasks include but are not limited to:

- Established and maintained guest relationships to yield positive online reviews, favorable feedback and repeat business.
- Participated in inventory preparation, execution and follow-up to maintain equipment and supplies.
- Took initiative to stay informed of new or existing offerings to better serve guests.
- Set up advertising displays or arranged services to highlight promotional events.
- Recognized potential theft or loss situations and offered personal guest service to deter theft.
- Maintained lobby and front desk areas to create visual excitement and guest interest.
- Served multiple guests while maintaining composure to reduce wait times during busy or peak periods.
- Enforced rules and regulations of recreational facilities to maintain discipline and safety.
- Interviewed potential employees to determine eligibility.
- Created and maintained consistent Scheduling

Southern Illinois University Carbondale - 2nd Assistant Manager

City, STATE • 08/2020 - 01/2022

At Zumiez I was 2nd Assistant Store Manager who specialized in the Skateboard and mens clothing section. As one of three managers I handled day to day operations with a staff of retail associates in association with my fellow managers and store manager. These day to day tasks include but are not limited to:

- Delegated daily tasks to team members to optimize group productivity.
- Organized schedules, workflows and shift coverage to meet expected business demands.
- Maintained inventory accuracy by counting stock-on-hand and reconciling discrepancies.
- Collaborated with store manager to develop strategies for achieving sales and profit goals.
- Supervised receiving and stockroom activities to identify opportunities with inventory and prevent shrinkage.
- Assisted supervisor in evaluating employee performance and cultivating improvement initiatives.
- Secured revenue, accurately monitoring transactions and deposits to eliminate discrepancies.
- Remained calm and professional in stressful circumstances and effectively diffused tense situations.
- Completed thorough opening, closing and shift change functions to maintain operational standards each day.
- Resolved customer inquiries and complaints requiring management-level escalation.
- Delegated work to staff, setting priorities and goals.

Southern Illinois University Carbondale - Assistant Manager

City, STATE • 09/2017 - 07/2018

At Spencer's Gifts I was an assistant manager. As one of four managers, I handled day to day operations with a staff of retail associates in association with my fellow managers and store manager. These day to day tasks include but are not limited to:

- Organized schedules, workflows and shift coverage to meet expected business demands.
- Maintained inventory accuracy by counting stock-on-hand and reconciling discrepancies.
- Delegated daily tasks to team members to optimize group productivity.
- Collaborated with store manager to develop strategies for achieving sales and profit goals.
- Enforced company policies and procedures to strengthen operational standards across departments.
- Mentored staff to enhance skills and achieve daily targets, using hands-on and motivational leadership.
- Coached team members and delivered constructive feedback to promote better productivity and build confidence.
- Completed inventory audits to identify losses and project demand.
- Initiated inventory control measures to manage and replenish stock, maintain cost levels and meet customer demand.
- Assisted supervisor in evaluating employee performance and cultivating improvement initiatives.

ACTIVITIES AND HONORS

Consistent contestant for film festivals at Illinois Central College and Southern Illinois University. I graduated from both institutions in fantastic standings and good honors.

Cast, wrote, directed, and produced numerous film and video projects. Planned organized and budgeted film shoots using spreadsheets and schedules. Edited projects and assigned scenes using Adobe premier pro and other programs within the adobe suite. Wrote, edited and peer reviewed scripts using Final draft.