

# JESSICA CLAIRE

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## Professional Summary

The vast majority of my work history is dedicated to service of others. I have worked with clients suffering from various forms of dementia, recovering from an organ transplant, and those with dual diagnosis within the addiction model.

In addition to serving in the U.S. Army National Guard in the military police corp. I have worked as a laborer, Tree worker, and masons apprentice to name a few.

Since the age of 16 martial arts practice and instruction has commanded some portion of my time. However the market has provided much more work from personal training/ Fitness consultation.

## Skills

- Complex personalized fitness plans
- Skill building strategies
- Injury prevention
- Recreation management
- Personal training regimens
- Lesson Planning
- Special needs teaching
- Differentiated instruction
- Adult Education
- Testing and grading
- Group and individual instruction
- Curriculum Development
- Student counseling

## Work History

### Martial Arts Instructor, 06/2001 to Current

Scott County Family Ymca – Bettendorf, IA

- Instructed on proper breathing techniques, stances and forms.
- Taught both core principles and fighting techniques to students of all levels.
- Assisted with sparring and contact exercises to pair students of similar rank, size and age.
- Helped students prevent injuries and rendered calm and professional aid in case of accidents.
- Imparted key etiquette points, discipline and respect.
- Coached new students by breaking down techniques into simple moves.
- Organized and led pertinent events such as gradings, workshops, boot camps, gashukus and tournaments.
- Led individual and group wellness seminars and educational programs on [Type] topics.
- Helped clients set and achieve health and wellness goals.
- Observed students to assess abilities, interests and learning objectives for personalized lesson planning.

### Client Services Coordinator, 10/2019 to 10/2020

Colliers International – Charlotte, NC

- Monitored metrics and developed actionable insights to improve efficiency and performance.
- Led process improvement and problem-solving efforts to create standard procedures and escalation policy for customer support team.
- Conducted training and mentored team members to promote productivity, accuracy and commitment to friendly service.
- Managed department call volume of [Number] calls per day and coordinated department schedules to maximize coverage during peak hours.
- Created customer support strategy to increase customer retention.
- Developed documentation and logs of implemented solutions and generated and submitted reports.
- Streamlined and monitored quality programs to alleviate overdue compliance activities.
- Communicated best practices among on-site and external personnel to align efforts and goals.
- Encouraged departmental employees to present positive, exemplary image to customers.

### Direct Care Worker, 08/2017 to 05/2019

Community Living Centers, Inc. – Clarkston, MI

- Scheduled and accompanied clients to medical appointments.
- Administered medication as directed by physician.
- Helped clients manage money, pay bills and shop for groceries or personal items.
- Analyzed overall patient performance and recommended adjustments to care plan goals, supporting individual progression.
- Turned and positioned bedbound patients to prevent bedsores and maintain comfort levels.
- Provided safe mobility support to help patients move around personal and public spaces.
- Determined specific needs and provided most appropriate level of services for patient well-being.
- Arranged transportation and accompanied patients to doctors' offices and errands.
- Monitored and assisted residents through individual service plans.
- Maintained clean personal areas and prepared healthy meals to support client nutritional needs.
- Documented vitals, behaviors and medications in client medical records.
- Ran errands for patients, did shopping, and picked up other necessities.
- Transported individuals to events and activities, medical appointments and shopping trips.
- Planned healthy meals, purchased ingredients and cooked meals to provide adequate nutrition for client wellbeing.
- Assisted clients with daily living needs to maintain self-esteem and general wellness.
- Remained alert to problems or health issues of clients and competently responded.
- Kept clients engaged in social networks and communities for personal health and growth.
- Recorded temperature, blood pressure, pulse, or respiration rate as directed by medical or nursing staff.
- Evaluated client progress toward established annual and quarterly goals.
- Recognized and reported abnormalities or changes in patients' health status to case manager.
- Consulted with supervisors to assess cases and plan strategies for enhancing care.

## Education

### Bachelor of Arts: Psychology/ Criminal Justice, 05/1999

Castleton State College - Castleton, VT

### High School Diploma: 05/1994

Whitcomb Junior/Senior High School - Bethel, VT

- Continuing education in core curriculum