

Jessica Claire

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SUMMARY

Highly-motivated employee with desire to take on new challenges. Strong worth ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

SKILLS

- Payroll liability and deductions
- PeopleSoft HRMS
- Conflict mediation
- Strong problem solver
- Data entry
- PC proficient
- Administrative operations
- Organization and efficiency
- Customer relations
- Spanish skills

EXPERIENCE

06/2021 to Current **Director of Religious Education**

Archdiocese Of San Antonio – New Braunfels, TX

- Conferred with parents and staff to discuss educational activities, policies and student behavior or learning problems.
- Partnered with teaching staff to develop and improve curriculum offerings for students.
- Created congregational awareness to encourage religious education program participation.
- Determined allocations of funds for classroom supplies and materials, authorizing purchases.
- Conducted conferences dealing with interpret religious ideas or convictions.
- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Worked successfully with diverse group of coworkers to accomplish goals and address issues related to our products and services.
- Planned and completed group projects, working smoothly with others.

11/2017 to Current **Administrative Assistant**

Service Corporation International – Whittier, CA

- Answered phone calls and emails to provide information, resulting in effective business correspondence.
- Provided secretarial and office management support while building cooperative working relationships.
- Inventoried and ordered supplies for office.
- Scheduled appointments, meetings and events for management staff.
- Responded effectively to sensitive inquiries or complaints.
- Maintained accurate department and customer records.
- Coordinated appointments, meetings and conferences.
- Managed physical and digital files, monitored spreadsheets and updated reports to coordinate project materials.
- Developed administrative processes to achieve organizational objectives and improve office efficiency.
- Organized both physical and digital files and updated reports to coordinate project materials.
- Prepared and prioritized calendars and correspondence.
- Directed customer communication to appropriate department personnel.
- Tracked and submitted employee timesheets to prepare for payroll processing.
- Organized files, developed spreadsheets, faxed reports and scanned documents, maintaining front desk and reception area in neat and organized fashion.
- Created spreadsheets in Microsoft Excel for record-keeping and reporting.

07/2014 to 07/2017 **Collections Specialist**

Electro Rent Corporation – Roanoke, TX

- Notified customers of delinquent accounts with attempt to collect outstanding amounts.
- Remained calm, stayed professional and provided exceptional service on calls, even when interacting with difficult individuals.
- Processed payments over phone and set up recurring drafts.
- Received payment and posted to appropriate customer accounts.
- Recorded and updated customer personal accounts with accurate contact information.
- Arranged for debt repayment and established repayment schedule based on customer finances.
- Reviewed accounts to determine payment plan compliance.
- Developed collection methods to achieve or exceed company financial goals.
- Recorded information about customers' financial status and collections status efforts.
- Prepared documentation required for collection and repossession activities.
- Located and notified customers of delinquent accounts by mail, telephone or personal visits to solicit payment.
- Marketed delinquent mortgage notes to investors, negotiating to achieve highest bids for notes and short sales.

05/2007 to 06/2014 **Veterinary Assistant**

Summit Veterinary Referral Center – Tacoma, WA

- Assisted veterinarians in examining animals.
- Restrained and stabilized animals during examination and treatment to prevent injuries.
- Obtained information and history from clients to maintain medical charts.
- Released patients to owners with care directions from veterinary staff.
- Scrubbed, counted and packed surgical instruments and drapes for autoclave sterilization.
- Communicated with veterinarians and staff members to maintain patient flow.
- Cared for animals in post-operative recovery by closely monitoring vital signs and progress.
- Assisted doctors and technicians by soothing upset or frightened animals.
- Documented and tracked treatment activities.
- Organized operating room ahead of procedures and assisted veterinarians during surgeries.
- Addressed healthcare needs of animals by coordinating with veterinarians and following orders.
- Helped veterinarian with neutering, tooth removal and casting broken bones.
- Delivered attentive, courteous service to promote overall patron satisfaction.
- Trained new veterinary staff on office procedures and requirements.
- Operated radiographic and ultrasound equipment.
- Administered immunizations, blood plasma and other medications to animals as prescribed by veterinarians.
- Cleaned and maintained kennels, holding areas and surgical rooms.
- Handled and restrained animals following safety requirements and procedures.
- Assisted veterinarians during procedures and examinations, calming animals and handing instruments.
- Fed and watered animals in care, following special diets and regular medication administration schedules.
- Restocked and sanitized exam rooms for ample supplies and disease control.
- Answered pet owner phone calls and responded to questions while taking messages for staff veterinarians.
- Performed laboratory tests, x-rays and other diagnostic tests to check animal health.
- Reviewed pet records from daily visits and appointments, entering important data into system.
- Sterilized and maintained veterinary care instruments and equipment.
- Offered every owner exceptional customer service and support as well as top-notch care to each animal.
- Supported euthanasia procedures and disposal following regulations and owner preferences.
- Administered immunizations and treatments following veterinarian instructions.
- Collected fluids from animals for laboratory testing.
- Monitored post-surgical pet care and administered medication under vet direction.
- Advised clients on animal care, nutrition and behavior problems.
- Clipped animals' claws and polished teeth to maintain hygiene.

EDUCATION AND TRAINING

05/2006

Associate of Arts
Palm Beach State College - Lake Worth, FL

ACTIVITIES AND HONORS

Active in our local Youth Sports League since 2014.