

# JESSICA CLAIRE

## BILINGUAL TRAINER

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### PROFESSIONAL SUMMARY

Organized Certified Trainer and Reptile Expert with a successful history of managing competing priorities and meeting challenging performance targets. Works well under pressure to complete physically-demanding work. Safety-oriented team player with strong attendance record.

### SKILLS

- Mechanical Abilities
- Instructional Techniques
- Animal, Quarters Maintenance
- Animal, Medication Documentation
- Animal, Food Supplement Preparation
- Animal, Physical Condition Monitoring
- Animal, Daily Logs
- Delivery and Shipment Records
- Heavy Lifting
- Training Method Development
- Course Optimization
- Managing Operations and Efficiency

### WORK HISTORY

#### Certified Trainer and Service Technician Driver, 03/2021 - Current

##### Strategic Sanitations Services – City, STATE

- Plan and implement courses of instruction accounting for individual strengths and final objectives.
- Improved Driver proficiency leading to 50% increase in clients.
- Adhere to class plan and deadline-oriented training schedule.
- Document attendance, participation and progress.
- Maintain organization of documents, materials and equipment.
- Quickly adapt training plans for client needs, keeping timelines, budgets and desires in mind.
- Mentor new hires, resulting in stronger staff development and increased productivity.
- Monitor participant workflow and behaviors throughout training process.
- Eliminate process gaps by implementing new methods of standardized training.
- Complied with company and OSHA safety rules and regulations.
- Identified malfunctions or failures by routinely monitoring and analyzing equipment operations.
- Kept detailed production records and identified hold-ups.
- Protected orders by properly balancing and bracing loads to prevent shifting and damage.
- Delivered and unloaded products with equipment such as pallet jacks and shoulder straps.
- Maneuvered vehicles with high degree of skill through narrow passageways and around obstructions such as parked cars.
- Kept in close contact with dispatch team to make quick route adjustments and add new stops.
- Informed customers of critical details and procedures for submitting claims for damages.
- Resolved customer issues proactively to avoid escalation and maintain satisfaction.
- Completed deliveries on-schedule by planning good routes and efficiently completing transfers.

#### Reptile and Exotic Animal Boarding and Care, 07/2020 - Current

##### Self – City, STATE

- Keep animals clean and free of contaminants to promote optimal health.
- Minimize animal injury risk by monitoring behaviors and eliminating safety hazards.
- Administer medications to animals in treatment and document changes in condition.
- Keep cages, kennels, play yards and grooming areas neat and clean.
- Follow specific food and water schedules for different animal species.
- Monitor animals for behavioral problems and signs of health issues.
- Design and build enclosures that cater to animals habitat and climate needs.

#### Prep Cook and BOH Supervisor, 02/2016 - 11/2020

##### Kings Inn Hotel – City, STATE

- Monitored food preparation, production and plating for quality control.
- Disciplined and motivated staff to achieve challenging objectives in fast-paced culinary environments.
- Directed activities of team of skilled kitchen workers preparing and serving meals.
- 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.
- Delivered feedback to decision-makers regarding employee performance and training needs.
- Conducted monthly inventories of raw materials and components on work floor.
- Maintained clean, hygienic kitchen workspace by sweeping, mopping and taking out trash.
- Set up and prepared cooking supplies and workstations during opening and closing to maximize productivity.
- Washed, peeled and cut fruits and vegetables in advance to save time on food preparation.
- Preserved freshness of food by storing food in designated containers and storage areas within freezer or refrigerator.
- Trained and assisted new kitchen staff members.
- Received shipments and placed items on proper shelves to restock and organize restaurant pantry.
- Created identical dishes numerous times daily with consistent care, attention to detail and quality.
- Operated dishwasher and manually washed dishes to clean all chinaware, silverware and cooking utensils.
- Collaborated with servers to collect information about specific customer desires and dietary needs.

#### Agricultural Field Worker, 06/2013 - 08/2015

##### C&F Orchards – City, STATE

- Operated tractors, tractor-drawn machinery and self-propelled machinery to plow, harrow and fertilize soil.
- Conducted pre-shift inspections of equipment and work areas to enhance safety.
- Used machetes and pruning shears to shear tree tops and limb tips, increasing limb health and improving overall shape.
- Assisted with maintenance and installation of irrigation equipment.
- Communicated with coworkers and management to report challenges.
- Transported and loaded harvested items into delivery trucks.
- Identified plant diseases and researched methods for mitigation.
- Positioned boom truck and operated lift on uneven and all-terrain conditions.
- Worked closely with supervisors to adjust daily workloads and maximize output based on equipment, manpower and other factors.
- Increased performance by safely and efficiently operating heavy machinery and equipment.
- Performed preventive maintenance such as reading and cleaning pressure gauges to obtain proper gas or tar flow.

### EDUCATION

#### High School Diploma: 06/2015

##### High School of International Studies - San Diego, CA