

JESSICA CLAIRE

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Summary

A highly organized Administrative Specialist with more than fifteen years' experience. Outstanding team player who motivates, trains, and provides guidance across all levels of an organization. Blends academic training in Business and Health Education to offer employers a track record of delivering on tasks accurately, efficiently, and quickly. Experienced with regulatory, emergency preparedness, and quality compliance with a broad range of computer expertise. Known for providing best-in-class customer service in a variety of business settings.

Core Qualifications

- Interactive teaching/learning
- Proofreading/editing
- Problem Solving
- Program Development
- Community Involvement

Achievements

Training:

- Delivered training modules to inter-departmental teams to ensure smooth adoption of new program.
- Completed training on-time and under-budget.

Professional Experience

Education Coordinator, 02/2006

Altru Health System Clinic – Thief River Falls, MN

- Coordinates and participates in the instruction of educational and orientation programs including, but not limited to, life support courses and new employee orientation Interacts with physicians, hospital directors, other hospital executives, community, as well as, patients and families Manages and conducts Nursing Orientation and Code of Conduct Orientation Develops courses using Healthstream's Authoring program, Contribute.
- Develops tests using Healthstream's test builder.
- Maintains education records for inservice, community, and physician education offerings Interacts with physicians, hospital directors, other hospital executives, community, as well as, patients and families Manages and conducts Nursing Orientation and Code of Conduct Orientation Supervises and coordinates Senior and Junior Volunteer assignments and activities Certified American Heart Association (AHA) Basic Life Support (BLS) Instructor Certified Crisis Prevention Institute (CPI) Non-Violent Crisis Intervention Instructor Processed and maintained sponsorship requests Reported on annual and monthly sponsorship budgets.

Quality Control Administrator / Document Controller, 11/2014 to 07/2015

Guard Insurance Group – Philadelphia, PA

- Responsible for the collection and tracking of all incident and corrective action documentation.
- Assists in the coordinating and producing information related to Bids/Tenders/Contracts in support of QHSE and Marketing functions.
- Monitors, schedules, tracks and maintains QHSE resources to ensure Company approval for customer charters including, but not limited to the, Offshore Vessel Inspection Database (OVID).
- Coordinates the Company's Annual Safety Calendar and Fleet Safety Bulletin.
- Produces and maintains reoccurring Company QHSE reports for Customers.
- Assist in scheduling, preparation, and completion of Customer audits of Company's management systems and QHSE performance.
- Coordinates with other departments to ensure that all customer QHSE requirements are reviewed and met as necessary.

Regulatory Compliance Coordinator, 2014 to 11/2014

Lakeview Regional Medical Center – City, STATE

- Keeps informed of federal, state, and local regulations affecting emergency plans and ensures hospital plans adhere to these regulation Proposes alteration of emergency response procedures based on regulatory changes, technological changes, or knowledge gained from outcomes of previous emergency situations Keeps informed of activities or changes that could affect the likelihood of an emergency, as well as those that could affect response efforts and details of plan implementation Coordinates disaster response or crisis management activities, such as ordering evacuations and implementing special needs plans and programs Coordinates and participates in the instruction of emergency preparedness and response activities including decontamination events.

Administrative Assistant/Implementation Clerk, 02/2005 to 02/2006

Med Data Service Bureau – City, STATE

- Completed Physician credentialing and contracting with Blue Cross and Blue Shield of Louisiana; Louisiana Medicare and Medicaid; and other managed care companies Reconciled client front desk, hospital, and mail payments Compiled and verified client and company deposits Provided support and training to staff and new associates in office procedure and protocol Assisted in the improvement of company forms, standard operating procedures, and user guides Assisted in the development of professional promotional materials using MS Publisher.

Safety and Operator Qualification Coordinators, 09/2002 to 02/2005

Magellan Marine International LLC – City, STATE

- Safety & OQ Compliance Assisted Accounting Department with billing and collections Designed company website using MS FrontPage and various databases using MS Access Researched and revised company personnel policies in regards to OSHA and DOT regulations Implemented and maintained personnel safety training and drug testing programs Completed internal audits of Safety and Operator Qualification programs Maintained computer equipment and trained staff on software and hardware.

Office Administrator/Benefits Coordinator, 03/2001 to 09/2002

Allied Marine LLC – City, STATE

- Performed all bookkeeping and payroll functions using QuickBooks including processing all reports and calculating various payroll and corporation taxes Performed Benefits Administration duties including keeping track of employee raises; health, life, and disability insurances; employment applications; and more Performed accounts payable duties including reconciling accounts and paying bills on time Performed purchasing duties including maintaining current vendor information Conceived and implemented improved order processing and filing system Assisted IS department in installing software, in addition to learning software and training employees in its use.

Education and Training

Master's Degree: Health and Kinesiology Health Studies, 2012

Southeastern Louisiana University - Hammond

GPA: GPA: 3.667

Health and Kinesiology Health Studies GPA: 3.667

Bachelor of Applied Science: Business Administration, 2002

Our Lady of Holy Cross College - New Orleans, Louisiana

GPA: GPA: 3.45

Business Administration GPA: 3.45

Certifications

Oil and Gas Safety and Health Specialist, OSHAcademy, July 2015

Certified Health Education Specialist, NCHEC, March 2012

Community Involvement

Affiliations

Skills

Accounting, Compliance, Microsoft Office Suite