

JESSICA CLAIRE

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SUMMARY

Deadline-driven individual proficient in schedule, materials and budget management. Able to operate effectively in challenging, fast-paced environments and works well with team members or on individual projects with customers of all backgrounds.

SKILLS

- Excellent communication
- Results-oriented
- Proficiency in educating / teaching others
- Excel in community outreach
- Quick learner
- Time management skills
- Project management
- Creative problem solving

EDUCATION AND TRAINING

University of Texas - Pan American
Edinburg, Texas • 1998

Bachelor of Science: Biology
Minor in English
Major in Biology

University of Texas - Pan American
Edinburg, Texas • 2008

Master of Science: Biology
Journal Club Member
Completed coursework in Terrestrial and Aquatic Entomology, Invertebrate Zoology and Parasitology
Thesis: Riffle-rubble Drainage Ditch Macroinvertebrate Communities in the Rio Grande Delta

EXPERIENCE

Trace3 - Humana Medicare Advocate

Dallas, TX • 03/2020 - Current

- Established positive rapport with members, supervisors and fellow advocates to maintain positive and successful work environment.
- Maintained knowledge of Humana Medicare policies and processes to promptly resolve complaints and concerns.
- Reviewed member information to determine current issues and potential solutions.
- Consulted with members regarding needs and addressed concerns.
- Trained in all 4 tiers in the Humana Medicare Individual Benefits Department
- Trained to train advocates in all 4 tiers in the Humana Medicare Individual Benefits department
- Trained over 150 new Humana Medicare advocates to promote productivity, accuracy, friendly customer service, as well as Humana Medicare policies and procedures since September 2020.

Love's Travel Stop - Team Lead - Premier Personal Banking BBVA Compass

City, STATE • 07/2014 - 03/2020

- Ensured that agents adhered to protocols and guidelines.
- Maximized productivity with delivery of onsite training for agents.
- Maintained quality-focused performance benchmarks and schedules when directing project teams.
- Delivered five- and eight-hour training sessions for corporate call center agents, team leaders, and management staff.
- Oversaw and updated policies, information, standards, and guidelines on a regular basis.
- Routinely reviewed training materials and course details to ensure that important updates were included within a reasonable time frame.

University Of Texas - Pan American - Crew Leader / Trainer

City, STATE • 09/2013 - 07/2014

- Oversaw all processes to ensure that they were done properly and at the correct frequency.
- Ensured that employees adhered to company guidelines.
- Utilized an in-house training program enabling employees to maintain and improve their skills.
- Routinely reviewed training materials and details to ensure that important updates were included within a reasonable time frame.
- Set and achieved company objectives while meeting product specifications.

University Of Texas - Pan American - Project Coordinator

City, STATE • 02/2009 - 08/2013

- Prepared presentations for superiors detailing project scope, progress and results.
- Maintained project schedules by managing deadlines and adjusting workflow as needed.
- Delivered one hour training sessions for students and 4-5 hour training sessions for educators.
- Aligned closely with other mobile laboratory programs across the United States in an effort to better understand methodologies so that appropriate training materials and programs could be developed.
- Managed onsite testing of students as required by the project's specifications.
- Developed and rolled out curriculum and training materials that could be utilized by students and educators of diverse backgrounds.
- Routinely reviewed training materials and course details to ensure that important updates were included within a reasonable time frame.
- Monitored project budget through the careful assessment of resource usage and task management to ensure that costs were kept low.
- Explored new technologies and tools that students and educators could use inside a classroom at a minimal cost.
- Designed effective courses with understandable concepts that were also informative and entertaining to keep students and educators interested and on track with the state testing requirements.
- Courses and experiments included topics in Biochemistry, Earth Science and Physics.

Company Name - Lab Instructor

City, State • 01/1998 - 08/2013

- Crafted graphics and animations using multimedia software to be used in presentations and lectures.
- Utilized established curriculum and materials that could be utilized by people of diverse backgrounds.
- Explored new technologies and tools that students team could use for enhancing their learning experiences.
- Utilized effective and understandable concepts that were also informative and entertaining to keep learners interested and on track with the materials.
- Topics and courses taught included Biology, Anatomy & Physiology, Invertebrate Zoology, Parasitology, Terrestrial and Aquatic Entomology.
- Assisted course professors with research and course lectures in Invertebrate Zoology, Parasitology, Terrestrial and Aquatic Entomology.