

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Skilled Business Consultant and Research Associate specializing in customer service and Well versed in food cost, labor cost and marketing. Insightful professional ready to apply 34 years' of experience to new role with room for growth and advancement.

SKILLS

- Strategic Planning
- Client Relationships
- Data Warehousing
- Network Development / Operations
- Knowledgeable in Culinary
- Processes and Procedures
- Team Leadership and Development
- Problem Resolution
- Budgeting /Financial Planning
- Project Management
- Cost Reduction
- Planning and Execution
- Strategy Realignment
- Staff Mentoring

WORK HISTORY

- 08/2019 to Current **Consultant**
Higher Logic – Arlington, VA
- Execute on-time, under-budget project management on complex financial issues for senior leadership
 - Perform work according to project schedules and established quality standards
 - Interpret client is' needs and introduce services to fit specific requirements
 - Track costs and expenses to compare with original budget and identify failure points
 - Create detailed roadmaps of action items and project goals provide reporting and analysis to inform budgeting and planning
 - Collaborate with clients to develop and shape budgets, processes, business intelligence and strategies
 - Reviewe business finances and back-end administrative procedures
 - Optimize menu with fresh offerings and seasonal fare
 - Update business appearance, decor, social media accounts and promotional strategies
 - Improve customer service policies to maximize satisfaction and build brand loyalty
 - Maintaine skill level of kitchen staff by properly coaching, counseling and disciplining employees
- 02/2015 to 07/2019 **Franchise Owner**
PIZZA INN – City, STATE
- Oversaw supply chain and supported tech transfer projects, batch release testing, change management and resolution of customer complaints
 - Reduced workflow inconsistencies by recruiting and hiring capable staff members
 - Estimated expected changes in business operations and made proactive adjustments to employee schedules and inventory levels to address needs
 - Used restaurant expertise, customer service skills and analytical nature to resolve customer concerns and promote loyalty
 - Chaired weekly meetings with executive leadership to identify opportunities for improvement, establish milestones and tailor products to individual markets
 - Prepared quotes for new products and services and composed budgets
 - Used smile strategies to promote exceptional customer service and create positive environment for employees and clients
 - Enhanced and redefined organizational structure to maintain company's competitive edge across territories
 - Devised new promotional approaches to boost customer numbers and market penetration while enhancing engagement and driving growth
 - Led company to successful product launch and growth by developing initial product roadmap and go-to-market strategy
 - Improved staffing during busy periods by creating employee schedules and monitoring call-outs
 - Excelled in every store position and regularly backed up front-line staff to keep expertise fresh and relevant
 - Reviewed established policies and procedures to take on temporary leadership positions, motivate employees and facilitate smooth business operations
- 07/1998 to 07/2019 **Franchise Owner**
PIZZA INN – City, STATE
- - Oversaw supply chain and supported tech transfer projects, batch release testing, change management and resolution of customer complaints
 - Modernized and improved operational procedures to increase efficiency and profitability while tightly controlling costs such as labor and preventing waste
 - Performed customer needs assessments and coordinated resolutions with supply chain and quality teams
 - Drove year-over-year business growth while leading operations, strategic vision and long-range planning
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 - Spearheaded overhaul of company best practices, leading to significantly increased staff retention rates and top-ranking as industry leader
 - Set aggressive targets for employees to drive company success and strengthen motivation
 - Maintained professional demeanor by staying calm when addressing unhappy or angry customers
 - Reduced workflow inconsistencies by recruiting and hiring capable staff members
 - Prepared quotes for new products and services and composed budgets
 - Coordinated all companies, business executives and site leadership teams by interacting effectively and establishing communication best practices
 - Planned marketing initiatives and leveraged referral network to promote business development
 - Maintained store equipment, including computers, printers and fax machines
 - Improved staffing during busy periods by creating employee schedules and monitoring call-outs
 - Opened and closed location and monitored shift changes to uphold successful operations strategies and maximize business success

EDUCATION

- 1987 **Associate of Arts: Business Management**
El Centro College - Dallas, TX