

# JESSICA CLAIRE

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## SKILLS

- Tech-savvy
- CAD software proficiency
- Creative design layouts
- Customized template design
- Decision-making strength
- Teamwork skills
- Conflict resolution skills
- Deadline-oriented
- Project presentations
- Adobe Acrobat
- Microsoft Office
- Staff Management

## EDUCATION

University of Maine  
Orono, ME • 01/2015  
*Bachelor of Arts: History*

Mt. Ararat  
Topsham, ME • 03/2011

## PROFESSIONAL SUMMARY

Knowledgeable Designer successful in Telecommunications and enthusiastic about continuing to grow professionally. Works diligently to positively impact others through well-designed and executed work. Outstanding team player and positive member of project teams. Handles complex assignments without complaint and works great under pressure. Flexible with changing assignments and specific needs of different technical projects. Ready to apply drafting talents and computer skills to support projects and enhance operational results.

## WORK HISTORY

**Gms - Drafter (Drafter I, Drafter II, Designer, Chief Designer)**  
North Little Rock, AR • 11/2017 - Current

- Strong ability to learn quickly and high drive to outperform.
- OSP designs, Splicing schematics/management, and as-builts within 3GIS and AutoCAD.
- 3GIS, VZ3GIS, ArcMap, and GIS apps.
- Exceeded expectation at every chance to continue to grow skills.
- Worked with internal and external departments to meet goals and deadlines.
- Managed 12 OSP drafters/designers on 7+ different projects at a time.
- Performed research for initial designs, As-built verification, and maintained orderly documentation to be able to respond to internal and external responses.
- Created and implemented KPIs/run rates to provide clear goals for my team to assist in individual growth.
- Created training videos, and led training sessions in small and large group settings.
- Resume review, interviewing candidates, training all new hires.
- Took advantage of all company trainings to continue career goals.
- Oversaw 7 drafting teams completing simultaneous projects, successfully meeting key milestones.
- Consulted with Engineering and Project managers to identify design requirements for each project.
- Lead start up of 4 major company projects and closed out 3 major projects.
- Completed most recent major project 9 months early and was instrumental in gaining 3 new major projects for the company through this effort.

**Quality Insulation, Polyurethane Foam - Insulation Installer**  
City, STATE • 02/2016 - 11/2017

- Worked with variety of insulation material types in residential and commercial settings
- Easily could fit into any team, and strived to complete every job within deadline.
- High level of pride was taken for every job.
- Became lead Polyurethane foam installer after first 6 months.
- Maintained vehicle, equipment, and highly explosive chemicals as lead installer.
- Was in charge of troubleshooting reactors, hoses, guns and had to plan out maintenance each day/week/month to prep for every incoming job.
- Profit margin for foam increased by 10% in my first year.
- Daily conversations with GE/GC at all job sites, had to follow all onsite procedures as well as company policies.
- Documented daily work times and type and quantity of unused materials
- Maintained high standard of clean-up before leaving job sites, completing necessary touch-up work and clean-up to avoid leaving property owners to deal with dust or debris
- Filled tight spaces like attics and walls with loose or foam insulation materials based on building code standards

**Nexxlinx - Level 1 Pearson Technical Support Agent**  
City, STATE • 03/2015 - 02/2016

- Took incoming and outgoing calls with customers
- Worked with customers to troubleshoot problems
- Sensitive information
- Served customers and followed outlined steps of service
- Maintained energy and enthusiasm in fast-paced environment
- Proved successful working within tight deadlines and fast-paced atmosphere
- Actively listened to customers' requests, confirming full understanding before addressing concerns
- Improved operations through consistent hard work and dedication

**Walmart - Backroom IMT Supervisor**  
City, STATE • 02/2011 - 03/2015

- Managed 5-22 Employees a day to move merchandise from truck/warehouse to sales floor.
- Monitored company inventory to keep stock levels and databases updated
- Carried out day-day-duty accurately and efficiently
- Merchandise unloading and safety inspections
- Provided team training exercises
- Led projects and analyzed data to identify opportunities for improvement
- Implemented safety protocols.
- Participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork
- Performed duties in accordance with applicable standards, policies and regulatory guidelines to promote safe working environment
- Developed and implemented performance improvement strategies and plans to promote continuous improvement

## ADDITIONAL INFORMATION

- Authorized to work in the US for any employer