

Jessica Claire

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PROFESSIONAL SUMMARY

Forward-thinking Manager proficient in all operational areas of Construction organizations. Dedicated to enhancing revenue, customer loyalty and team efficiency to grow profits and support long-term business sustainability. Sought out continuous professional development opportunities to further develop expertise in Construction & Engineering operations while strengthening support for team members. Resourceful leader with good organizational, multitasking and project management abilities. Discerning and performance-oriented in tackling operational problems. Innovative and goal-oriented Management professional committed to Construction. Dedicated team player skilled at mediation and conflict resolution. Drives company growth through innovation and creativity. Encouraging manager and analytical problem-solver with talents for team building, leading and motivating, as well as excellent customer relations aptitude and relationship-building skills. Proficient in using independent decision-making skills and sound judgment to positively impact company success. Dedicated to applying training, monitoring and morale-building abilities to enhance employee engagement and boost performance. Motivated Construction manager with demonstrated knowledge of Construction & Engineering best practices and operations. Proven skills in enhancing productivity, efficiency and bottom-line profits with forward-thinking leadership. Bringing 27 years of experience in field and ready to take on challenging, growth-oriented role with AT&T. Customer-focused professional with successful 30-year career in Telecommunications sector. Dynamic successful applying human and interpersonal skills in busy business environment. Proficient Construction Manager delivering encouragement and feedback to help employees be successful. Energetic professional with great poise. Well-trained in motivating employees to reach their potential. Resourceful Manager offering history of success coordinating and monitoring operations across various departments. Effective leader and problem-solver dedicated to streamlining operations to decrease costs and promote organizational efficiency. Highly committed with hardworking mentality to maintain quality of services and products.

ACCOMPLISHMENTS

- Supervised team of 23 staff members.
- Collaborated and led a team of 15 in the construction development of MTA Underground Railway. Led a team of 15 individuals to help facilitate, develop and plan alternate solutions for MTA throughout the Westside Subway Extension.
- Collaborated and led a team of 12 in the development and production of first GPON system for AMPAS (Academy of Motion Picture Arts & Sciences) during the 2016 Oscars.

SKILLS

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| • Operations support | • Operations oversight |
| • Strategic planning | • Resource Allocation |
| • Customer Relations | • Process improvements |
| • Business planning | • Business Development |
| • Contract Management | • Employee training |
| • Financial Management | • Project support |

WORK HISTORY

MANAGEMENT 12/1991 to CURRENT

Burger King Corporation | Spring Hope, NC

- Assisted established management staff with operational oversight, business development and process improvement strategies.
- Devised processes to boost long-term business success and increase profit levels.
- Established and administered annual budget with controls to prevent overages, minimize burn rate and support sustainability objectives.
- Created internal control of day-to-day transactions and punctually opened and closed business.
- Devised new promotional approaches to boost customer numbers and market penetration while enhancing engagement and driving growth.
- Monitored employee performance and enacted improvement plans, coordinated disciplinary actions or provided rewards.
- Planned and implemented team projects to accomplish objectives.

BUSINESS OWNER 01/2003 to 10/2006

Baltimore County, Md | Glen Arm, Md

- Devised and deployed sales and marketing tactics to drive strategic growth and support achievement of revenue goals.
- Put together realistic budgets based upon costs and fees for successfully operating business.
- Verified parts and materials through audit inspections and independent checks.
- Trained and motivated employees to perform daily business functions.
- Employed prompt decision-making and in-depth research to resolve issues.
- Collaborated with development teams, internal customers and product line management to verify delivery of desired quality requirements to distributors.
- Created and monitored promotional approaches to increase sales and profit levels.
- Managed and reviewed over 10 agreements and contracts per week.

ENGINEERING ASSISTANT 01/1989 to 03/1991

Los Angeles Unified School District, LAUSD | City, STATE

- Managed ongoing maintenance and storage of test equipment.
- Gathered relevant data from various sources and developed comprehensive reports for leadership review.
- Used Excel software to create project designs in accordance with LAUSD engineering standards.
- Completed mathematical calculations to properly assess research and testing results.

EDUCATION

Bachelor of Science | Small Business Administration And Management

Colorado Technical University, Colorado Springs, CO

Associate of Arts | Mechanical Engineering 08/1988

East Los Angeles Skills Center, Los Angeles, CA