

Jessica Claire

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PROFESSIONAL SUMMARY	To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.
SKILLS	<ul style="list-style-type: none">• Hardware Installation• Software Management• Application Configuration• Troubleshooting• Software Updates• Hardware and Software Configuration
WORK HISTORY	INFORMATION TECHNOLOGY SPECIALIST 08/2021 to CURRENT National Aeronautics And Space Administration Hampton, VA <ul style="list-style-type: none">• Maintain, process, and troubleshoot military computer systems/operations• Construct, edit, and test computer programs• Provide customer and network administration services• Provide maintenance on networks, hardware and software ADMINISTRATIVE ASSISTANT 04/2016 to CURRENT Miramed Jackson, MI <ul style="list-style-type: none">• Answered multi-line phone system, routing calls, delivering messages to staff and greeting visitors.• Restocked supplies and submitted purchase orders to maintain stock levels.• Executed record filing system to improve document organization and management.• Edited documents to improve accuracy of language, flow and readability.• Updated spreadsheets and databases to track, analyze and report on performance and sales data.• Managed incoming correspondence to enhance employee performance and reduce time spent on processing and responding.• Leveraged accounting software to manage expenses and keep track of finances.• Scheduled office meetings and client appointments for staff teams.• Conducted onboarding to help new hires adjust to administrative and performance aspects of jobs.• Booked airfare, hotel and ground transportation to coordinate office travel.• Scheduled conference rooms, prepared agendas and maintained calendars to prepare for meetings and events.• Interacted with vendors to purchase and set up equipment and services.• Generated reports and typed letters in Word and prepared PowerPoint presentations.• Monitored office calendars to plan meetings, activities and travel to maximize productivity.• Set up conference rooms, technology and materials to facilitate meetings.• Created presentations to inform, motivate and persuade internal and external audiences.• Offered technical support and troubleshoot issues to enhance office productivity.• Recorded meeting minutes to provide historical account of actions, measure progress against strategic plan and drive accountability.• Created detailed expense reports to facilitate reimbursement for business expenses incurred.• Received and sorted incoming mail and packages to record, dispatch or distribute to correct recipient. WAREHOUSE ASSOCIATE 09/2018 to 10/2022 W.W. Williams Company Perrysburg, OH <ul style="list-style-type: none">• Inspected incoming and outgoing shipments to verify accuracy and prevent errors.• Used hand-held devices and computers to record and monitor inventory levels and completed audits to uncover and address inaccuracies.• Manually or mechanically loaded and unloaded materials from pallets, skids, platforms, cars, lifting devices, or other transport vehicles• Handled daily customer service aspects and maintained positive relationships with external customers and freight partners.• Volunteered to assist with projects, demonstrating willingness to learn new tasks and increase skill levels.• Worked safely around moving machinery.• Unloaded pallets and deliveries and organized products in warehouse.• Utilized forklift or pallet truck to load, unload, transport and store goods. TEAM MEMBER 04/2015 to 04/2016 Long John Silvers Wood River, IL <ul style="list-style-type: none">• Contributed to team success by completing jobs quickly and accurately.• Pursued learning opportunities to advance knowledge and take on leadership position.• Adjusted equipment to meet different productivity levels.• Kept work areas clean, organized and safe to promote efficiency and team safety.• Maintained productive, efficient approach to all tasks.• Worked scheduled shifts and remained available to work during coworker absences, holidays and busy periods.• Coordinated project work applying strong team leadership for enhanced success.• Instructed junior team members on protocols and procedures of each station to maximize contributions.• Created seasonal displays to showcase new and promotional merchandise.• Continuously checked products for quality assurance according to strict guidelines.• Sought out ways to go above and beyond job requirements.• Maintained work structure by updating job requirements and job descriptions for positions.• Inspected equipment and conducted basic repairs to keep machinery operational.• Resolved issues quickly to maintain productivity goals.• Maintained order accuracy and customer satisfaction by double-checking packing labels while packaging products.• Learned all required tasks quickly to maximize performance.• Worked different stations to provide optimal coverage and meet production goals.• Operated register to process payments and collect cash payment for order totals.• Broke down boxes and cartons, disposing of refuse in proper cardboard receptacles.• Developed strong cooperative relationships with coworkers and managers.• Trained new team members by relaying information on company procedures and safety requirements. EDUCATION No Degree Forensics Anne Arundel Community College, Arnold, MD High School Diploma 06/2015 Old Mill High School, Millersville, MD