

# Jessica Claire

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## PROFESSIONAL SUMMARY

Vibrant instructor with a Bachelor of Arts in English, a South Carolina teaching certificate, and 14 years of experience writing, delivering, and refining instructional curriculum, materials, and programs to foster meaningful learning experiences, purposeful engagement, and high-performance.

A passion for service, disposition toward excellence, and orientation toward solutions generated opportunities in various fields of employment and a record of driving operational improvement, increasing performance and product excellence, expanding consumer loyalty, and gaining additional investors and stakeholders.

## SKILLS

- Instructional design and implementation
- Curriculum design and implementation
- Technology integration
- Regulatory compliance
- Process Improvement
- Strategic planning
- Sales increase
- Client account management
- Team management
- Administrative support
- Customer outreach
- Point-of-sales systems
- Research
- Quality producer
- Branding
- Program development and implementation
- Time management
- Project organization
- Merchandising knowledge
- Written and oral communication skills
- Problem resolution
- Service-oriented
- Product knowledge
- Self-direction
- Relationship building
- Operational improvement
- Inventory control procedures
- Work Area maintenance
- Documentation and recordkeeping

## WORK HISTORY

**English Language Arts Teacher**, 08/2011 - 06/2020

**Bridgeport Public Schools** – Bridgeport, CT

- Implemented middle years program for Beaufort County's first charter school, Riverview Charter School.
- Developed middle school language arts program for Riverview Charter School from ground up, laying out cross-curricular framework and objectives.
- Collaborated with charter leaders and board members to meet charter objectives.
- Designed, delivered, and edited high-quality content and focused reading/writing program for students preparing to enter regular and advanced education high-school courses.
- Incorporated technology and communication platforms to create teaching and learning aids that illustrate relationship between content development and content delivery.
- Provided recommendations to leadership for modification and improvement of educational programs.
- Provided ongoing direction and expertise to support curriculum development and program operations.
- Produced original, creative content for promotional advertisements and marketing materials.
- Collaborated with colleagues to write and deliver integrated units and establish benchmark assessments to monitor progress.
- Assisted students with career exploration and future education planning to help achieve academic and career goals.
- Developed, implemented, and supported student activities, clubs, service projects, fundraisers, mentorship programs, and field experiences to promote civic responsibility and engagement.
- Teamed with faculty members, specialist, parents, and students to outline and implement effective teaching approaches for special education students and special learning needs.
- Routinely communicated with parents in person, by email and phone to build collaboration, enrich partnership, and apprise of student progress, challenges, and experiences.
- Provided well-organized classroom structure and facilitated a culture of discovery to reinforce positive classroom management and student achievement.
- Established non-negotiable practices to minimize bias, insure objective evaluation of dominant paradigm, and maintain integrity and mission of the organization.
- Authored, administered, and revised assessments to evaluate student progress and establish areas for improvement.
- Maintained and developed student portfolios and records.
- Met with stakeholders on regular basis to assess charter progress and make adjustments.
- Boosted community awareness and interest by utilizing various social media and communication platforms.
- Collaborated with colleagues to organize and implement local service projects and field work experiences.
- Invested in civic engagement and advocated for increased global awareness by co-sponsoring the development of a culminating field experience abroad in Costa Rica.
- Implemented culminating field experience abroad, partnering with colleagues to coordinate and lead student groups in Costa Rica during May of 2015, May of 2016, May of 2017, May of 2018, and May of 2019.

**Retail Sales Associate**, 06/2017 - 05/2019

**Comcast** – Heltonville, IN

- Recorded and defined operational tasks and goals.
- Prioritized specific aspects of operations to improve management and productivity.
- Provided recommendations to improve management, decrease frustrations, and increase performance satisfaction.
- Implemented new businesses procedures and practices to manage records, record expenses, organize accounts, and track correspondence.
- Developed day-to- day operations system to define and manage employee duties and responsibilities.
- Implemented operational plan.
- Located, organized, and reconciled records.
- Increased efficiency.
- Manged online sales.
- Received new inventory, moved excess inventory.
- Managed telephone and email correspondence with vendors to manage inventory, procure merchandise, and prepare for incoming season.
- Completed setup, breakdown and product preparation for promotional displays and in-store demonstrations.
- Offered each customer top-notch, personal service and polite support to boost sales and customer satisfaction.
- Provided accurate information about promotions, customer programs and products, helping drive high customer retention.
- Used consultative sales approach to understand customer needs and recommend relevant offerings.
- Improved operational efficiencies while managing customers requests, store inventory, transactions, new purchase orders and pricing needs.
- Contributed to design and setup of merchandise displays promoting key products, creating aesthetically pleasing arrangements to attract customer attention.
- Logged reports, expenses, receipts and sales documents
- Maintained clean personal appearance, modeled store's outfits when working clothing department settings and wore uniforms per company policy.
- Opened and closed store independently when needed.
- Generated brand awareness and positive product impressions to increase sales.
- Trained new associates on cash register operations including opening, conducting customer transactions, and balancing drawer.
- Cultivated customer loyalty, promoted repeat customers, and improved sales.
- Offered hands-on assistance to customers, assessing needs and maintaining current knowledge of consumer preferences.
- Liaised with sales, marketing and management teams to develop solutions and accomplish shared objectives.
- Merchandised attractive shelf displays with current offerings to drive store sales.
- Cross-sold jewelry, shoes, hats and other accessories that would complete outfit or boost new wardrobe.
- Led entire client shopping experience, putting together ensembles and providing styling tips that were personalized.
- Performed various sales transactions, checked on invoices, prepared special orders and ensured proper delivery of correct merchandise.
- Prepared for photo shoots by collecting props and steaming and iron cloth items.
- Determined proper shoes, jewelry, head wear and other accessories to complement designer outfits.
- Supported efficient and timely replenishment of sales floor merchandise.

**AVID Program Coordinator**, 08/2008 - 07/2011

**Bridgeport Public Schools** – Bridgeport, CT

- Evaluated program and monitored implementation and compliance with regulations to achieve AVID objectives.
- Maintained program files, records, databases and websites to gather research and prepare and submit annual reports.
- Directed day-to-day operations of education program and supervised support staff to delegate assignments and evaluate performance.
- Scheduled educational activities and departmental events to drive mission and values of program.
- Represented educational program at meetings and conferences to serve as subject matter liaison for array of services and activities assigned.
- Planned and implemented staff development and in-service training programs to enhance knowledge and skills.
- Implemented program-level departmental policies and procedures and managed budgets to support educational program and curriculum.
- Acquired grants and other sources of funding for educational programs and projects.
- Drafted proposals and agreements to support proper allocation of funds.
- Developed team communications and information for AVID meetings.
- Conferred and resolved education-related issues and problems with students, parents, and school officials.
- Served as academic and social resource for high school and middle school students, leading writing process improvements, study skills, note-taking, test-taking skills, and overall stress management.
- Participated in creative meetings to assist in developing ideas and defining project deadlines.
- Prepared instructional materials and tutorial practice techniques for core subject areas.
- Developed perseverance mindset while teaching long-term visualization of success.
- Conducted private and group instruction to improve academic performance, enhance occupational skills, and prepare for standardized tests.
- Guided students through career and college decision processes.
- Modeled web etiquette and practical applications of technology for professional use.
- Used Microsoft Word and Microsoft Excel to compile and maintain proper documentation of student data, files, portfolios and records.
- Evaluated and supervised educators to assess performance and offer support.
- Led recruiting, hiring, and training of qualified tutors and instructors.
- Authored reports outlining program accomplishments, statistics, and performance data.
- Devised and monitored AVID program budgets to minimize spending and justify fund utilization.
- Procured equipment and services to align with program objectives and budget.
- Set ambitious program goals to establish targets for achievement.
- Worked closely with team members to communicate project requirements, evaluate progress, develop solutions, meet deadlines, and achieve goals.
- Led, monitored, and carried out AVID implementation process resulting in site certification and procurement of federal funds to continue program.
- Performed site evaluations and team audits.
- Developed solutions to address budgetary and implementation obstacles.
- Identified in-congruency between federal grant guidelines and guidelines outlined in AVID implementation and certification process.
- Improved compatibility between objectives set by the school improvement counsel and objectives set by district coordinator.

**English Language Arts Teacher**, 09/2006 - 06/2011

**Robert Smalls Middle School** – City, STATE

- Delivered instruction in language arts encompassing reading, grammar, composition and literature, working with teachers in other subjects to integrate skills across curriculum.
- Developed age-appropriate lesson content for literature pieces including short stories, poetry, plays and non-fiction to meet diverse learning styles.
- Created language arts lesson plans for underrepresented students , struggling students, and gifted students to meet learning needs, adhere to curriculum standards and build interest in learning.
- Monitored comprehension of material among students and created re-teaching strategies to cover gaps in learning indicated by assessments.
- Teamed with other faculty members and parents to outline IEPs for gifted, talented and special education students, addressing diverse teaching approaches for special learning requirements.
- Communicated with parents in person, by email and phone to apprise of student progress, challenges and behavior issues.
- Built relationships with students to understand obstacle, interests, and strengths.
- Authored assessments to evaluate student learning and comprehension.
- Identified students struggling with material and made arrangements to meet one-on-one or in small groups to work on challenges.
- Assessed students' strengths and weaknesses regularly to provide appropriate methods for addressing learning needs.
- Provided well-organized classroom structure to help students succeed in program.
- Administered standardized tests in accordance with state testing programs.
- Selected and requisitioned appropriate books and instructional aids to complement lesson plans.
- Explored and implemented innovative use of technology.
- Created age and interest appropriate reading lists to expand students' vocabulary and comprehension skills.
- Implemented structured writers' workshop to teach composition and writing techniques to help students developed skills for college prep work.
- Wrote custom materials for teaching concepts and material to supplement or replace standard materials to add interest, focus on specific concepts, and meet learning needs of student population.
- Evaluated student progress, recorded scores and revised plans for reteaching of subject matter where necessary to accomplish learning.
- Used varied instructional resources and tools to strengthen English language skills.
- Maintained strict classroom behavior management to provide positive, conducive environment for learning.
- Sponsored school newspaper and school news production.
- Met with parents and administration to advocate for student needs.
- Met with parents at planned meetings and in ad hoc conversations to discuss student challenges, behavior modification and performance.
- Consulted with parents and students to identify reasons for poor performance, gain understanding of personal struggles outside classroom, and devise plans for support.

## EDUCATION

**Bachelor of Arts**: English, 05/2005

**University of South Carolina - Columbia** - Columbia, SC

## ACCOMPLISHMENTS

- 2019 "Excellent" rating on State of South Carolina's Annual School Report Card, substantially exceeding standards for progress toward 2020 South Carolina Performance Vision
- 2018 "Excellent" rating on State of South Carolina's Annual School Report Card, substantially exceeding standards for progress toward 2020 South Carolina Performance Vision
- 2018 Palmetto Gold: Excellent Academic Achievement and Excellent Student Progress, South Carolina Department of Education
- 2017 Palmetto Gold: Excellent Academic Achievement and Excellent Student Progress, South Carolina Department of Education
- 2015 Palmetto Gold: Excellent Academic Achievement and Excellent Student Progress, South Carolina Department of Education
- 2014 "Excellent" rating on State of South Carolina's Annual School Report Card, substantially exceeding standards for progress toward 2020 South Carolina Performance Vision
- 2013 "Excellent" rating on State of South Carolina's Annual School Report Card, substantially exceeding standards for progress toward 2020 South Carolina Performance Vision
- 2012 "Excellent" rating on State of South Carolina's Annual School Report Card, substantially exceeding standards for progress toward 2020 South Carolina Performance Vision