

Jessica Claire

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PROFESSIONAL SUMMARY

- **Results Driven Executive** operating in the financial industry with proven record of outperforming performance goals, expanding and growing revenues by resurrecting large financial centers from bottom rankings to top, award winning rankings.
- **Expert in Risk Management** turning around corporate cultures to include building strong client relationships and optimizing employee performance to ensure high performing financial operations with precise business operations aligning with organization's mission, vision and values.
- **Passionate and Highly Educated Performer** ambitious to not only attack but solve problems with impactful solutions in a team based environment that drives company profitability and successes.

SKILLS

- Financial Analysis
- Financial Reporting
- Business Operations
- Strategy Planning
- Corporate Finance
- Equity Analyst
- International Business
- Performance Management
- Key Performance Indicators, KPIs

WORK HISTORY

CONSULTANT

09/2016 to CURRENT

Ascensus | Newark, NJ

- Resurrect distressed financial conditions and business strategy by realigning and auditing financial statements in accordance with GAAP.
- Responsible for erecting and managing budgets resulting in an expense reduction of over 70%.
- Ensure adherence to and management of policy and procedures, reversing consecutive years of financial decline resulting in net income and equity increases of over 100% in less than 1.5 years.
- Analyze and customize various financial reports, while managing technology rollouts and support.

VICE PRESIDENT, BUSINESS OPERATIONS AND MARKET MANAGER

12/2013 to 05/2015

Waggener Edstrom | Boston, MA

- Led and advised market financial operations and risk framework, managing vast array of financial reporting, internal control management, and performance management strategy, stimulating revenue growth for a \$2.5 billion+ retail and business operation (24,000 weekly retail and business interactions and 35 financial centers in one of the largest and most culturally diverse markets in the Washington, D.C. area).
- Created and fortified efforts that generated \$45 million in quarterly net profit finishing as #1 market in financial product offerings, meeting 201% of home loan goal and 108% of non-home loan goal.
- Rolled out new financial management dashboard technologies driving immediate and long-term revenue and profit growth, and enhanced client satisfaction and convenience.
- Managed day-to-day talent, financial and HR processes through risk assessments and KPIs, anticipating bottlenecks and implementing escalation management processes.
- As Talent Coach, Change Manager, and Chief Strategist, managed day-to-day talent, financial and HR processes through risk assessments and KPIs, anticipating bottlenecks and implementing escalation management processes.
- Collaborated across all functional areas, continually improving upon operations, strategic planning, HR, and financial infrastructure, supporting dynamic teams and programs.

SENIOR VICE PRESIDENT

01/2007 to 01/2012

Brand And Communications Strategy BB&T - Now Trust Financial Corporation | City, STATE

- Customized, measured via KPIs and managed corporate marketing, communication and advertising campaigns as Brand Ambassador and Project Manager (13 regions/business units in 7 states).
- Created analytical tool to evaluate sponsorships and marketing proposals and engineered move of advertising function in house resulting slashing hundreds of thousands in internal costs, delivered over 49% internal rate of return and over 30% new account (most profitable) opening increase in less than six months.
- Steered targeted communications and brand strategy to penetrate assigned communities while maintaining brand consistency and legal compliance.
- Set direction for regional marketing budgets and clarified internal rate of return to elevate tracking of advertising dollars.
- Selected by executive management into bank-wide Women's Resource Group with focus on diversifying revenue streams through diverse hiring initiatives.
- Chosen to create a proposal for a diversity of emerging markets focal point.
- Result presented to the CMO completed proposal Asian American culture to promote forward-thinking in the organization and diversifying markets.
- Asian American for Emerging Markets Group: (Presented to CMO included in multi-cultural strategy and focused division on multi-million-dollar market).

SERVICE PRESIDENT, REG BANKING AND BUDGET MANAGER

01/2001 to 03/2007

Trust Financial Corporation | City, STATE

- Integrated and managed two billion-dollar regions (65+ financial centers, over 500 employees, \$400 Million+ loan and \$2 Billion+ deposit portfolio) while reporting to the Regional President.
- Rebuilt an oppositionist and complex regional culture, enhancing diversity, inclusion, and performance management.
- Analyzed and managed many facets of financial reporting and advised executive management on financial decisions affecting the organization's future.
- Created and defended contentious call regarding interest-only loans and guided regional lending process during financial crisis, resulting in annual increases of 26.5% in net income, 150% in net "new" core accounts and 650% in loan pipelines.
- As Talent Manager, collaborated across the organization to implement a comprehensive HR strategy and ensure efficient recruiting, development, and retention of a diverse talent pipeline: ensured talent's full authentic selves were brought to the organization, tapping into power they brought to the mission.
- Authored "Strategic Coaching Scorecard" and Net Income Per Employee Report (KPI) which led to **"Most Improved Region" (of 32 regions) in first year of merger (setting the stage for President's Award) and 325 committed credit lines (\$3.1 million dollars) in a two-hour period.**
- As the Chief Strategist to the Regional President, **generated \$10K fee based revenue per employee, 49% net income, 43% ROE, and 50% product penetration increases within first year of merger**
- Accomplished **#1 region in Overall Client Service & #1 region in Net New Household Growth (of 32 regions)**
- Achieved **Highest Mortgage Client Service scores in the entire bank while also retaining the greatest number of client accounts in bank history during a merger.**
- Formulated "Employee Coaching and Leadership Assessment KPI Matrix," enhancing performance metrics and an analytical culture used to make business decisions which maximized return on equity and assets.

EDUCATION

Intensive Language Immersion Program (Mandarin Chinese) | Mandarin Chinese Language And Culture 08/2012

Beijing Normal University/East China Normal Univ, Beijing And Shanghai, China

Master of International Policy And Practice | East Asian Economics

05/2011

George Washington University, Washington, DC

International Economic Policy Research Fellow

MBA | Corporate Finance

Emory University, Atlanta, GA

South African International Business Leadership Module

Robert Toigo Fellowship Recipient

BBA | Finance

University of NC, Wilmington, NC

Beta Gamma Sigma, Dean's List, Student of the Year

ADDITIONAL INFORMATION

AWARDS/VOLUNTEERISM

- Top Five in Profitability Bank-wide
- Consecutive years President's Awards, Sterling Performer, Million Dollar Producer
- Speaking Panels: George Washington and Georgetown University (Banking and Asian economy themes)
- Current co-manager of multi-million dollar trust consisting of equities and bonds