

JESSICA CLAIRE

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CAREER OVERVIEW

Receive Telephone Calls, Give Routine And Non-Routine Information, Answer Questions And Direct Calls And Visitors To Appropriate Person Or Office. Receive And Control Internal/External Correspondence For Congress And Commissioners As Well As Suspense Items, Routing Materials Directly To The Appropriate Person Or Office For Action. Prepare And Type A Variety Of Correspondence, Reports, Forms, Requisitions, Requests For Personnel Actions And Legal Documents Using Personal Computer. Reviewing For Grammar And Syntax According To Established Policies Prior To Routing Final Copies For Signature. Determine Deadlines And Offer Suggestions Concerning Actions To Be Taken. Organize And Maintain Official Files, Records, Manuals, Handbooks, And Other Data, Both Manual And Electronic. Maintain Supervisor's Calendar; Schedule Appointments And Meetings/Conferences, Prepare Notes Regarding Topics To Be Discussed. Make Travel Arrangements And Prepare Travel Vouchers. Serves As Purchase Card Holder For Business Unit, Responsible For Procuring Supplies And Materials, Balancing And Reconciling Credit Card Statements And Invoices To Ensure Accuracy. Collecting, Retrieving And Consolidating Responses From Program Managers To Be Used For Reporting. Documenting And Tracking Commitments On Behalf Of Program Managers And Business Units To Ensure The Deadlines/Time Frames Are Met. Timekeeper For Employees Under The Supervision Of Director. Utilizes Office Automation Software Such As Word Processing, Database Management, Electronic Spreadsheet And Other Applications. Recommends And Implements Changes In Clerical And Administrative Policies And Procedures Of The Office, Along With Providing Accurate And Timely Advice Regarding Administrative Processes And Efficiencies. A Whole. Applies A Comprehensive Body Of Human Resources Rules, Procedures, And Technical Methods Necessary To Support Staffing Functions. Applies Appointing Authority Criteria, Qualification Standards, And Employment Regulations And Procedures To Assist Specialists And Managers In Recruiting And Selecting Applicants For Employment. Initiates Tentative And Firm Job Offers To Selected Applicants, Explaining Federal Employment Benefits To Applicants, Obtaining Transfer Data On Applicants Currently In The Federal Service, And Mentors Them Throughout The Hiring Process. Program Specialist For The On-Boarding Processes Of New Hires, From Acceptance Letters, On-Boarding Paperwork, Issuing The Oath Of Office, Assisting With Collection And Processing Of All New Hire Documentation. Alternate Program Specialist For All Training, Agency-Wide, Staffing, Time Keeping And Benefits. Compiling The Weekly Activity And Gains And Losses Reports. Completed Certificate Courses At The Graduate School For Federal Human Resources Overview, Position Classification, Staffing And Employee/Labor Relations. Served As Records Management Custodian For All Of Human Resources. 03/2011-03/25/11-Answering Phones, Scheduling Appointments And Maintaining Calendars For Multiple Directors, Ordering Supplies, Arranging And Facilitating Staff Meetings With Component Heads And Directors, Taking The Minutes, Maintaining Files And Records Management Systems, Compiling/Merging Organizational Charts And Phone Rosters For Emergency Recall Systems, Arranging Travel For Staff Using Government-Authorized Systems, Time And Attendance Keeping, Drafting And Editing Inter- And Outer-Office Correspondence, Tracking Suspense Items For Response Or Completion, Working With Budget And Finance Personnel On Funding And Tracking Of Funding For Spend Plans Each Fiscal Quarter, Event Coordination And Planning For The Front Office, Project Management, Greeting Visitors, Distributing Mail, Drafting/Editing Operating Instructions And Memos According To Standardized DoD Templates, And Other Duties Assigned. Sorts And Distributes Mail; Answers Phones For Inspector General And Executive Staff; Greets And Announces Visitors For Executive Staff; Performs Time Keeping Duties For Front Office/Inspector General; Maintains And Orders Supplies For The Executive Staff/Inspector General; Updates Contact Lists For The Inspector General's Staff And The Treasury Executives; Manages Calendars For The Executive Staff And Schedules Meetings And Appointments; Hosts Teleconferences And Internet Meetings For Directors And Executives; Prepares The Weekly Report To Treasury; Reviews, Controls, Edits And Maintains Correspondence System For Suspense Items/Congressional Correspondence, Updates And Reports; Reconciles Purchase Order Requests And Invoices For The Director Of Finance/Accountability; Takes Minutes For The Senior Staff Meetings And Directors' Meetings Via WebEx; Prepares Various Forms Of Internal And External Correspondence For The Inspector General's Approval And Signature; Posts Assignments To The SharePoint Website For Review By The Chief Of Operations; Enters, Tracks And Retrieves Data In Various Electronic Databases; Handles Travel Arrangements For The Inspector General And His Special Advisor, The Associate Inspector General For Mission Support And Myself, As Needed In GovTrip; Attends Meetings As Delegated By Management To Represent TIGTA; Serves As A Resource Person For Other Administrative Staff, Training On Various Systems And Projects, As Needed; Aids With The On-Boarding Process For New Executives And New Hires, Teaching Various Procedures And Systems Training/Overview; Editing, Reviewing, Gathering And Compiling Information For The Ig's Review; Using Own Judgment On Various Projects To Determine The Best Course Of Action Or Areas Of Concern; Able To Work Independently And Utilize Available Resources As Needed For Support Or Guidance. Receiving Calls And Visitors, Determining The Nature Of Business, Giving Routine And Non-Routine Information, Answering Questions In Accordance With Service Policies And Operations Or Directs Callers And Visitors To Appropriate Person Or Office. Sorting And Distributing Mail And Suspense Items, Routing Them Directly To The Appropriate Person Or Office For Action, Following Up On Outstanding Controls And Assembling Background Information Before Routing Mail To The Supervisor. Preparing Correspondence, Reports, Requisitions, Requests For Personnel Actions And Legal Documents Using An Electronic Typewriter, Word Processor, Or Pc. Reviewing Outgoing Correspondence For Proper Format, Conformance With Procedural Instructions, Grammar, Punctuation, Spelling, And Attachments. Organizing And Maintaining Files And Records, Manuals, Handbooks, And Other Related Materials. Keeping Master Files Updated. Maintaining Manager's Calendar, Schedules Appointments, Assembles Background Materials, Prepares Agenda, Coordinates Travel Arrangements. Inputting, Retrieving And Extracting Information Using Electronic Databases. Building Case Files For Revenue Officers. Managing Case Files, As Needed, Per Manager's Discretion. Handling Sensitive And Confidential Information According To Procedures To Ensure Data Security. Participating In Workgroup Training And Meeting Sessions To Document Minutes. Providing Basic Coordination And Pertinent Information On Office Functions To Internal And External Customers. Ordering The Required Tests, Requesting Ad Managing Medical Records While Ensuring Accuracy And Completion According To Policy. Scheduling Appointments For Patients. Greeting Patients, Family Members And Visitors In The Clinical Setting. Requesting And Maintaining Medical Records And Encounter Forms From Both Internal And External Providers. Determining Eligibility For Means Testing And Travel Vouchers Upon Requests Upon Due Date and/or Requests. Transcribing Doctors' Orders For Essential Testing And Return Appointments. Registering Patients For ER Visits, Updating Demographics And Financial Information Using Electronic Databases. Processing Patients For Id Cards And Photos. Compiling Inpatient Daily Census Reports. Creating, Maintaining And Updating Medical Records Using The Terminal Digit Filing System. Processing Requests For Medical Records In Accordance With The Privacy Act And HIPPA Guidelines To Ensure Patient Privacy Protection. Maintaining Daily Contact With Staff, Patients, And Visitors With Exceptional People Skills. Performing Reception Duties Such As Records Keeping And All Clerical Duties Related To Patient Care. Handling Request For Lab, EKG, X-Ray And Other Procedures. Transcribing Doctors' Orders. Coordinating Referrals To Other Specialty Areas. Scheduling Patients Appointments. Answering Incoming Calls From The General Public, As Well As Patients And Family Members Regarding Appointment Changes Directions, Instructions, And Out-Sourcing. Interviewing Patients Regarding Initial Treatment And Eligibility For Treatment. Capturing Patient Demographics And Registering New Patients For Medical Treatment. Reviews Records For Administrative Errors. Ensures All Means Tests Are Completed Prior To Patient Being Seen. Supervisor: Ola McGhee (901-523-8990) Okay To Contact This Supervisor: Yes

SKILL HIGHLIGHTS

- Guest services
- Inventory control procedures
- Merchandising expertise
- Loss prevention
- Cash register operations
- Product promotions

CORE ACCOMPLISHMENTS

PROFESSIONAL EXPERIENCE

- Aviation Safety Assistant, 07/2014**
Kohl's Corp. – Rockford, IL
 - Supervisor: Greg Benson (404-474-5700).
 - Salary: 53,221.00 USD Per Year
 - Hours Per Week: 40
 - Series: 0303 Pay Plan: FG Grade: 07
- Administrative Assistant, 02/2013 - 06/2014**
Bty Dental – Anchorage, AK, United States
 - Supervisor: Barbara Fiebich (240-613-5324)
 - Salary: 55,622.00 USD Per Year
 - Hours Per Week: 40
 - Series: 0318 Pay Plan: GS Grade: 09
- Human Resources/Administrative Assistant, 03/2011 - 02/2013**
DoD/ Defense Media Activity (DMA) – City, STATE
 - Supervisor: Patrick Waller (301-222-6000)
 - Salary: 43,431.00 USD Per Year
 - Hours Per Week: 40
 - Series: 0318/203 Pay Plan: GS Grade: 07
- Group Secretary, 07/2008 - 08/2009**
Internal Revenue Service – City, STATE, United States
 - Supervisor: Bobbie Graham (901-544-1314).
 - Salary: 34,000.00 USD Per Year.
 - Hours Per Week: 40.
 - Series: 0318 Pay Plan: GS Grade: 05

EDUCATION

- Nursing Business, 6 2009
Some College
GPA: GPA: 3.0
GPA: 3.0 Of A Maximum 4.0

Credits Earned: 41.0 Semester Hours Nursing Business Human Growth & Development, Anatomy & Physiology I & II, Medical Terminology, Public Speaking, General Psychology I & II, English Composition, And Intro To Computers.

Safety Training (1998,2001,2004) Medical Terminology (2004) MS Office (2005) HIPPA Training (2002-Present) Typing 55 Wpm IDRS Training 2008 ICS Windows 2009 Fed-State Training 2009 TCM/Jessica 2009 WebTA 2009 WebEx 2010 SharePoint 2010 Management Assistant CPE 2010 SharePoint Training 2011 Visio Training 2011 Federal Human Resources Overview (Graduate School) 2012 Position Classification (Graduate School) 2012 Staffing (Graduate School) 2012 Employee/Labor Relations (Graduate School) 2012 : General Education Office Education, 5 1988

Central High - Memphis, TN
General Education Office Education

Nursing Organizational Leadership, 12 2012
Some College
GPA: GPA: 2.0
GPA: 2.0 Of A Maximum 4.0 Credits Earned: 49 Semester Hours Nursing Organizational Leadership Medical Terminology, Anatomy & Physiology I, Anatomy & Physiology II, Psychology I, II, & III, Nutrition, English Composition, Public Speaking And Psychology. Organizational Theory, Foundations Of Math, English Reading And Analysis, Public Administration And Leadership Development

University Of Memphis - Memphis, TN
Southwest Tennessee Community College - Memphis, TN

CERTIFICATIONS

Time Keeping, Purchase Card Holder, GovTrip, Recommending And Ensuring Cost Effective Use Of Funds For The Operation And Maintenance Of A Travel Program, Travel Card Holder, Records Management, Budgeting Through PCPS And Regis (Formerly Boss) Performing Basic Budget And Accounting Assignments Such As Collecting Financial Data And Performing Reconciliations; Compile And Summarize Data And Prepare Reports, Compiling, Obtaining, And Summarizing Narrative Information And Quantitative Data Using Excel, MS Word And Other Office Software Programs (E.G., Power Point) That Serve As Tools For Accounting And Reporting; Enter, Modify, Retrieve And Delete Information In An Automated Accounting System, Answering Phones, Collecting, Distributing And Preparing Mail, Data Entry For Case Updates (EIR), Preparing Requisitions For Forms And Maintenance. Preparing Training Materials; Providing Technology And Logistics Support; Gathering Of Information For Use In Conducting Analysis Of Policies That Impact Programs; Internal Revenue Service 5000 Ellin Road Lanham, MD 20706

LANGUAGES

Read Spanish

SKILLS

Accounting, Basic, Budgeting, Budget, Data Entry, English, Financial, Forms, Funds, Human Resources, HR, Labor Relations, Leadership Development, Logistics, Math, Medical Terminology, Excel, Mail, MS Office, Office, Power Point, Windows, MS Word, Organizational, Personnel, Policies, Psychology, Psychology I, Public Speaking, Reading, Read, Reporting, Safety, Spanish, Staffing, Supervisor, Tax, Answering Phones, Training Materials, Treasury, Typing 55 Wpm, Visio, Written, Composition

ADDITIONAL INFORMATION

- United States 03/2013 - 07/2013 Salary: 55,622.00 USD Per Year Hours Per Week: 40 Series: 0318 Pay Plan: GS Grade: 9
- Novice Novice Affiliations: National Honor Society For College Students - Inductee
- Additional Information: Monetary Award For Performance On The Job 2012 Monetary Award 2008 For Sustained Outstanding Performance On The Job Pin Awarded 2008 For Valuable Suggestion Submitted To Save Money For The Facility Monetary Award For Team Effort And Achievement 2005