

JESSICA CLAIRE

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SKILLS

- Higher education
- Adult education
- Opticianry instruction
- Curriculum development
- In class and online instruction
- Online learning tools
- Proficient with MS Office
- Academic advisement
- Faculty Communication
- Student records management
- Career advising

EDUCATION

University of Richmond
Richmond, Va • 05/2005

Bachelor of Liberal Arts

- Graduated Summa cum laude
- Minored in Sociology

J. Sargeant Reynolds Community College

Richmond, Virginia • 05/1990

Associate of Applied Science:
Opticianry

PROFESSIONAL SUMMARY

Student-centered educator with expertise in Opticianry, Contact Lenses and Business Management. Offering 15-year background supporting students, developing instructional plans and organizing and grading exams and tests. Commended for sustaining effective learning environment through prepared classes and relevant assignments and consistently achieving classroom management and academic goals.

WORK HISTORY

Rollins, Inc - Success Coach/Director of Education and Training

Chattanooga, TN • 04/2014 - Current

- Directed day-to-day operations of education program and supervised support staff to delegate assignments and evaluate performance.
- Reviewed and updated all training materials for accuracy and company policy compliance.
- Managed employee coaching, training and performance improvement actions.
- Evaluated success of training programs and recommended improvements to upper management to enhance effectiveness.
- Developed and implemented training materials and prepared videos for long-term use.
- Prepared action plans to address concerns discovered through surveys, training observations and conversations with executive leadership.
- Planned and implemented staff development and in-service training to enhance knowledge and skills.
- Assessed skill gaps for employees in Customer Service department and identified training courses to meet identified needs.
- Represented educational component of EDGEPro at meetings and conferences to serve as subject matter liaison for array of services and activities assigned.
- Developed partnerships with industry organizations to build awareness, increase support and share resources.
- Achieved COPE accreditation by developing engaging and effective continuing education courses for Eyecare Professionals.
- Conducted Business Analysis identifying revenue generating opportunities

Fotheringill & Wade Llc - Program Director/Faculty

San Francisco, CA • 01/2006 - Current

- Instrumental in development and implementation of creating accreditation standards for distance learning programs for the Commission of Opticianry Accreditation.
- Increased educational expertise and knowledge by participating and completing Quality Matters Design Workshop designed to ensure student success.
- Increased educational expertise and knowledge of online instructional design by completing TOPS, IDOL and MODEL
- Demonstrated ability to provide insight and supervise online proctoring and testing services.
- Provided opportunities for faculty to collaborate on the effectiveness of online courses as well as streamlining course content to eliminate redundancies.
- Identified costs involved with the Opticianry Program to keep in line with the departmental budget.
- Researched and collaborated with Reynolds Community College Education Foundation office to secure funding to improve overall success of the Opticianry program.
- Implemented community outreach programs by nurturing professional relationships with community member at Reynolds Community College, Medical College of Virginia, OneSight and Great Shape, Inc.
- Advised students in academic matters to improve successful course completion and retention.
- Demonstrated superb organization skills in the classroom and with student records with specific attention to school policies for documentation.
- Scheduled and supervised Advisory Board and Staff meetings to discuss new ideas and update participants on program details and milestones.
- Created syllabus and instructional plans for each class session in accord with stated course objectives.
- Reviewed program materials and coordinated updates to keep department materials relevant and accurate.
- Modified curriculum to accommodate diverse learners by using strategies such as peer-assisted learning and group work.
- Implemented different technologies such as Go-To Meetings and Google Docs to engage students in class instruction and diversify approaches.
- Shifted between informal and formal methods of teaching to create multi-layered web of learning, incorporating practical activities, discussions and projects into lessons.
- Used variety of learning modalities and support materials to facilitate learning process and accentuate presentations, including visual, aural and social learning modalities.
- Probed, encouraged and facilitated class discussions by building discussions into lessons, asking open-ended questions and using techniques to track student participation and actively solicit input.
- Improved students' practical skills by introducing state-of-the-art technologies.
- Used designated student database and SIS to document student grades.
- Completed student progress reports twice each semester to notify students of strengths and areas of improvement.
- Scheduled four hours per week to provide academic support and tutoring to struggling students.
- Participated in various academic and industry related memberships designed to promote academics and faculty development.

Total ECP - Regional Manager

City, STATE • 07/2017 - 07/2019

- Demonstrated ability to collaborate with Executive leadership to create and oversee practice level budgets.
- Maintained operational standards for ten locations over Mid Atlantic and Mid West regions.
- Monitored customer buying trends, market conditions and competitor actions to adjust strategies and achieve sales goals.
- Assessed each location's individual and team performances, analyzing data trends to determine best methods to improve sales results.
- Identified above-average stores for acquisition of under-performing stores, and implemented change management and network restructuring strategies.
- Masterminded updates to workflows and revitalized teams to meet changing business needs and boost team member performance.
- Leveraged profit opportunities by recruiting top talent and managing brand image to exceed plan performance.
- Developed targeted training programs to educate staff on product benefits and service capabilities.
- Held weekly meetings with Location Managers to identify techniques to overcome revenue obstacles.
- Recruited and trained new staff for all 10 locations.
- Incorporated exciting and engaging activities to reinforce employee team building.
- Created and implemented training program to foster complex principles through hands-on learning and planned activities.
- Enhanced staff knowledge of technology by integrating various web-based applications for research and assignments.
- Leveraged profit opportunities by recruiting top talent and managing brand image to exceed plan performance

Luxottica - Consultant

City, STATE • 11/2010 - 01/2011

- Collaborated with Project Lead for Luxottica Retail to build internal website for 10,000+ Opticians.
- Developed and authored content targeting contact lenses and educational site pages.
- Website went live March 2011.

AFFILIATIONS

- Commission on Opticianry Accreditation Commissioner, 2013 - present
- National Federation of Opticianry Schools Chairman of College Bowl, 2012 - 2013
- Chairman of Curriculum Committee, 2013 - 2014
- Opticians Association of America Education Committee Chairman, 2012 - 2019
- Opticians Association of Virginia Secretary, 2013 - 2014
- Board of Directors 2010 -2012 Transitions Pro-Forum, January 2012

ACCOMPLISHMENTS

- VA State Licensed Dispensing Optician
- VA State Endorsement to Fit and Dispense Contact Lenses
- National Contact Lens Examiners, Advanced Certification
- Vision Monday Most Influential Women in Optical, 2013
- Optician of the Year, Virginia, 2012