

# Jessica Claire

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## SUMMARY

Technically proficient, results driven professional with the dedication, education, and initiative to transition into a career as a Business Analyst. Logical troubleshooter with demonstrated ability to multi-task, detect problems, and implement on-time solutions. Quick to grasp new concepts, take on additional responsibilities, and apply practical problem-solving methods. Excellent communication, presentation, and networking skills; able to work under pressure and in fast-paced environments.

## SKILLS

- Business Analytics Professional
- Data Analysis | Team Leadership | Avionics & Finance
- Reputation for integrity, reliability, and accountability with the initiative and drive to produce results above and beyond what is expected. Core competencies include:
- Leadership & Team Building
- Training & Development
- Auditing & Reporting
- Troubleshooting & Diagnostics
- Business Intelligence
- Computer Savvy
- Analytical Problem Solving
- Clear Communicator
- Quality Control
- Microsoft Office Suite, Microsoft Visio, Microsoft Access,
- Oracle SQL, RStudio, Defense Software (JUMPS, DMO, RTS, AROWS)
- Accounts Payable, Mechanical, Research
- Accounts Receivable, Microsoft Access, Safety
- Auditing, Microsoft Office Suite, Sales
- Blueprints, Microsoft Visio, Schematics
- Budgeting, Communicator, Troubleshooting
- Business Analyst, Networking
- Business Intelligence, Operations Management
- Excellent communication, Optimization
- Customer relations, Oracle SQL
- Customer Service, Payment processing
- Data Analysis, Performance Analysis
- Data Management, Personnel
- Data Modeling, Presentation Skills
- Database, Problem-solving
- Electrical systems, Problem Solving
- Fast, Processes
- Finance, Project Management
- Financial analysis, Public Relations
- Forecasting, Quality assurance
- Inventory control, Quality Control
- Team Building, Quick
- Leadership, Rapport
- Team Leadership, Relationship Management
- Logistics, Repairing
- Managing, Reporting
- Retail loss prevention
- Merchandising knowledge
- Written and oral communication skills
- Inventory management
- Excellent communication skills
- Reading comprehension skills
- Financial records analysis

## EXPERIENCE

- 07/2012 to 07/2016    **Aviation Technician**  
**Vse Corporation** – Hebron, CT
- Supervised a team of 25 technicians in the maintenance of 12 multimillion-dollar aircraft; duties included installing, repairing, troubleshooting, evaluating, testing, servicing, and maintaining complex parts, machines, and electrical systems.
  - Interpreted schematics, blueprints, and mechanical layouts to diagnose equipment and resolve system problems.
  - Remained current and up to date on job-specific processes and procedures in order to optimize productivity and maximize efficiency.
  - Conducted training sessions on quality assurance, job procedure, and workplace safety, and mentored personnel to develop career goals and action plans.
  - Consistently recognized by superiors for excellence in job performance, leadership, timely and accurate execution of projects, productivity, and quality control.
- 12/2011 to 12/2012    **Sales Associate Seasonal**  
**Petco** – Middletown, NY
- Assisted team with daily operations on a temporary basis inclusive of inventory control, stocking, sales, payment processing, activation of electronic devices, and customer service.
  - Offered product and service consultations and employed upselling techniques.
  - Answered incoming telephone calls to provide information about products, services, store hours, policies and promotions.
  - Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.
  - Negotiated and closed deals with minimal oversight.
  - Sold various products by explaining unique features and educating customers on proper application.
  - Arranged new merchandise with signage and appealing displays to encourage customer sales and move overstock items.
  - Retained product, service and company policy knowledge to serve as resource for both coworkers and customers.
  - Kept apprised of emerging trends and provided informative customer service to assist in product selection.
  - Built and maintained effective relationships with peers and upper management to drive team success toward common sales, service and operational goals.
  - Assisted customers by finding needed Electronic and furniture items and checking inventory for items at other locations.
  - Helped average of 35 customers per day by responding to inquiries and locating products.
- 08/2007 to 04/2010    **Finance Technician Corporal**  
**Department Of Justice** – Boston, MA, Japan
- Served as Lead Auditor and performed financial analysis in various departments including Logistics, Accounts Payable, and Accounts Receivable; primary job functions included performing fiscal reconciliations and auditing major accounts via classified federal database records.
  - Verified, evaluated, validated, and reconstructed incomplete or conflicting data.
  - Calculated entitlements for travel and military-to-civilian statuses, managing in excess of \$35 million in disbursements and reimbursements.
  - Served as an internal and external customer relations representative for all ranks and civilians to establish rapport, resolve issues, and ensure exceptional service.
- 05/2010 to 08/2011    **Finance Technician**  
**Fourth Marine Logistics Group** – City, STATE
- Researched and resolved collections disputes to maintain customer relationships.
  - Coded invoices and other records to maintain organized and accurate records.
  - Automated office operations, managing client correspondence, record filing and data communications.
  - Implemented program to create daily spreadsheets and streamline financial reporting.
  - Supervised team of 3 accountants for 4th MLG company, training employees on best practices and cultivating strong financial forecasting.
  - Answered office phone calls and emails to direct customers and answer questions.
  - Reconciled monthly checks for accurate bank statement distribution.
  - Reviewed bank account statements to reconcile accounts by documenting correct financial information in general ledger.
  - Accurately tracked, verified and approved accounts payable and accounts receivable invoices and total balances into financial software, conducting monthly balance sheet reviews to reconcile variances.
  - Processed end-of-day paperwork , verifying deposits and rectifying discrepancies.
  - Investigated and resolved collections and billing disputes with tact and efficiency, reducing outstanding accounts receivable by 90% over 1 year.
  - Mitigated financial discrepancies by preparing bank reconciliations, managing field audits and reviewing accounting records for accuracy.

## EDUCATION AND TRAINING

- 2006                    **Graduate**  
**Kennesaw Mountain High School** - Kennesaw, GA
- 04/2020                **Bachelor of Science: Business Analytics & Management**  
**Jacksonville University** - Jacksonville, FL

## ACTIVITIES AND HONORS

## CERTIFICATIONS

Professional Training: Research & Development, Data Modeling & Technologies, Report Generation, Quantitative Methodology, Operations Management, Performance Analysis, Budgeting & Forecasting, Data Management, Metric Reporting, Process Optimization, Project Management, Public Relations

## ADDITIONAL INFORMATION

- AWARDS & HONORS , Secret Security Clearance | 2012, Navy Unit Commendation | 2010 Good Conduct Medal | 2010 Letter of Appreciation | 2010 Navy Unit Commendation | 2009 Letter of Appreciation | 2009

## ACCOMPLISHMENTS

- Process Improvement - Created new departmental procedures manual. Assessed organizational training needs.
- Protective Services - Applied safety procedures and policies as outlined in Department Safety Manual.
- Secret Clearance
- Navy Unit Commendation 2009
- Navy Unit Commendation 2010