

Jessica Claire

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Summary

Innovative Computer Instructor with 2+ years of experience implementing the latest methodologies to devise interactive lessons and create an engaging learning environment. Successfully instructed students on areas of information technology, including Networks and Cloud. Maximized student learning and future success by teaching a well-rounded and updated curriculum.

Skills

- IT Maintenance Master
- Windows and MAC OS Knowledge
- Reliable & Trustworthy
- Good Work Ethic
- Supervision & Leadership
- Relationship Building
- Critical Thinking
- First Aid/CPR
- Team Management
- Planning & Organizing
- Microsoft Office
- Computer Skills
- Data Management
- Customer Service

Experience

Computer Information Technology Instructor, 04/2021 to Current

Department Of Veterans Affairs – Prescott, AZ

- Developed and taught in-person computer courses to students at the college level
- Developed and implemented curriculum for multiple accreditation courses, including syllabus, lectures, and hands-on activities.
- Created and maintained an up-to-date Computer Information Technology library
- Prepared and delivered presentations on new and old topics and developed training.
- Crafted educational, straightforward and visually appealing slideshow presentations to guide lectures.

Operations/Security Officer, 04/2017 to 05/2019

Tiffany & Co – City, STATE

- Analyzed customer service data to identify opportunities for improvement in operational processes and customer service metrics
- Maintained inventory accuracy and customer service standards across Nashville's Tiffany & Co
- Assisted in the implementation of new operational initiatives to increase customer satisfaction with a new program
- Collaborated with other departments to ensure that operational processes were aligned with company goals and objectives
- Security:
- Monitored and responded to security threats and incidents promptly
- Conducted risk assessments and security audits to identify and mitigate potential security risks
- Trained and supervised security personnel to ensure compliance with security policies and procedures

Police Officer, 10/2013 to 01/2015

Metro Nashville Police Department – City, STATE

- Assisted in the patrol of Metro Nashville neighborhoods and areas of high crime
- Completed a 6+month training program
- Learned various aspects of police work, including criminal law, patrol procedures, officer safety, and investigations
- Worked with the community to foster a positive relationship between police and citizens
- Conducted interviews and wrote reports concerning criminal activity and investigations
- Utilized strong communication and problem-solving skills to resolve conflicts and de-escalate potentially dangerous situations
- Protected citizens by preventing crime, enforcing laws and apprehending suspects

Infantry Team Leader, 06/2006 to 08/2013

United States Army – City, STATE

- Led and trained a team of 5 combat-ready infantry soldiers in complex military operations.
- Successfully managed and maintained equipment costing over 55 \$million.
- Excellent record of performance in combat readiness, discipline, and morale
- Awarded the Army Achievement Medal for completing advanced training in specialized weapons systems
- Proven ability to lead troops in hostile conditions and under extreme pressure
- Successfully managed multiple missions in Iraq

Education and Training

Master of Arts: Organizational Leadership, 12/2023

Lipscomb University - Nashville, TN

Bachelor of Science: Information Technology Management, 12/2021

Lipscomb University - Nashville, TN

LEO/EMR LIC#837977: 09/2021

NAEMT - Nashville, TN

IT Specialist Certification: 12/2018

Tennessee College of Applied Technology - Nashville, TN

Websites, Portfolios, Profiles

- HippCustoms.com
- HeroHuntInc.org
- <https://kneadedreliefmassagestudio.com/>