

# Jessica Claire

📍 100 Montgomery St. 10th Floor    📞 (555) 432-1000    ✉️ resumesample@example.com

## SUMMARY

Results-focused [Industry] professional with strength in [Skill], [Task] and [Task]. Proactive leader with strengths in communication and collaboration. Proficient in leveraging [Area of expertise] and [Area of expertise] knowledge to promote [Result]. Adept at managing concurrent objectives to promote efficiency and influence positive outcomes. [Job Title] with talent for [Task] and [Task]. Strong knowledge of [Area of expertise] and [Area of expertise]. Communicative and team-oriented with proficiency in [Software]. Proven history of fostering [Action] to meet team, individual and management objectives.

## SKILLS

- Collaboration skills
- Multi-tasking abilities
- Design strategy
- Analytical skills
- Organization
- Troubleshooting
- Microsoft Office
- Teambuilding
- Decision-making
- Wireframes
- Amazon Web Services
- Adobe Creative Suite Applications
- Work ethic
- Flexible
- Relationship building
- Problem resolution

## EXPERIENCE

### CONVERSATION DESIGNER03/2021 to CURRENT

#### The Go Daddy Group Inc | New York, NY

- Updated and improved existing website properties for [Industry] company, resulting in [Number]% increase in web traffic to site.
- Worked closely with several cross-functional teams, including business solution architects, customer operations, support and training teams and engineering to maximize product efficacy.
- Drove alignment of business requirements, user-centered design methodology and technology factors to create successful UI/UX designs.
- Worked closely with product managers, visual designers and development team to appropriately evolve designs from concept to launch.
- Checked copywriting, image design, banners and other features for blending within site content and reviewed graphics for cohesive aesthetics.
- Considered localization, scalability and ease of maintenance in all solutions.
- Oversaw all facets of website projects throughout entire lifecycle.
- Met with clients to gather requirements and outline websites.
- Developed web pages using content management systems, including [Software].
- Translated abstract requirements into concrete user flows and interaction designs.
- Eliminated bugs interfering with user experiences, generating over [Number] positive customer feedback comments.
- Adjusted project scope to conform with new sales goals as needed.
- Administered troubleshooting techniques to resolve problems, which included issues with browser compatibility.
- Revised user flows and designs based on design reviews, usability testing, customer support feedback and other sources of input.
- Developed and maintained company style guide.
- Kept senior management informed of project statuses.
- Regularly articulated design decisions and rationale to non-design partners and peers.
- Presented pros and cons of various design approaches to design teams and management.
- Solicited feedback and validation from business and technical team stakeholders.
- Drove core Agile process routines.
- Produced sample sites and received feedback about draft sites.
- Used effective web design skills and techniques to successfully communicate mission and values of organization.
- Presented solutions to complex design problems in presentations, click-through prototypes and design specifications.
- Conducted usability testing and integrated feedback into revisions.

### SENIOR BUSINESS ANALYST04/2017 to 03/2021

#### Caci International Inc. | Rome, NY

- Coordinated strategic flow of business intelligence data to users.
- Compiled current business intelligence data into reports and presentations.
- Determined opportunities to improve workflow by adding and modifying processes, revamping use cases for each initiative and creating new components for each functional area.
- Kept track of simultaneous project milestones using tactical approaches, established practices and strategic plans focused on production, schedule and budget objectives.
- Maintained library of templates and reusable knowledge assets to facilitate business intelligence activities.
- Developed understanding of customer workflows to deliver precise recommendations for challenging problems.
- Pinpointed inefficiencies in business processes and recommended improved policies.
- Identified bottlenecks in processes and implemented new and improved procedures and policies to ease friction and improve efficiency.
- Worked with cross-functional resources to implement direct marketing programs to increase customer base.
- Developed metrics used to determine inefficiencies and areas for improvement.
- Performed root cause analysis of data to develop counter-strategy and improve performance.
- Computed, recorded and proofread [Type] data in order to prepare [Type] records and reports.
- Manipulated data using pivot tables, pivot charts and macros in Excel.
- Managed projects and served as primary liaison between client and multiple internal groups to clarify goals and meet quality standards and deadlines.
- Conducted root cause analyses to formulate countermeasures to business missteps and improve operations.

### GOVERNANCE MANAGER09/2012 to 03/2017

#### Meta Platforms, Inc. | Henrico, VA

- Executed [Type] strategies to foster better customer service and promote positive and engaging environment for all.
- Forecasted trends in expected business levels and adjusted labor and inventory to match expectations.
- Optimized productivity, streamlined program efficiency, and boosted profitability.
- Extended existing customer relationships through extensive communication and tried-and-true marketing strategies.
- Upheld internal standards and productivity goals to meet [Type] and [Type] targets.
- Studied existing procedures and policies to offer optimal leadership to employees and [Type] operations when standing in for absent managers.
- Collaborated with [Job titles] to present insurance alternatives as part of comprehensive financial plans.
- Generated reports to assess performance and make adjustments.
- Enhanced data collection accuracy by preparing, authoring and updating communications and policy memorandums.
- Remained calm and professional in stressful circumstances and when dealing with unhappy customers, effectively diffusing situations.

### TECHNICAL SUPPORT REPRESENTATIVE08/2012 to 03/2017

#### Ecolab Inc. | Naples, FL

- Troubleshoot daily IT desktop client issues, supporting multiple departments and various offices.
- Troubleshoot [Type] and [Type] hardware issues and worked with service providers to facilitate repairs for end users.
- Researched, resolved and followed up on customer issues, earning [Number]-star customer review rating.
- Maintained composure and patience in face of difficult customer situations, applying de-escalation techniques and positive customer support.
- Investigated technical issues using knowledge base and personal experience to complete timely resolutions.

## EDUCATION AND TRAINING

### Bachelor of Arts | User Experience Design08/2023

#### Lesley University, Cambridge, MA

Psychology

#### Ashford University, San Diego, CA

Business Administrative Technology

#### Chemeketa Community College, Salem, OR

## WEBSITES, PORTFOLIOS, PROFILES

- www.hopelfindone.com