

JESSICA CLAIRE

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Summary

Organized Digital Services Coordinator bringing excellent communication skills and proactive nature, with proven history of performing with integrity and efficiency. Committed to optimizing administrative resources to meet business objectives and leveraging strengths to maximize team performance. Offering 5+ years of experience in leadership and administrative support roles.

Experience

Digital Services Coordinator, 03/2020 to Current

Famous Dave's Of America, Inc. – Hopkins, MN

- Reviewed work orders and job instructions to verify correct quantities and materials and make adjustments to meet expected needs.
- Worked successfully with diverse group of coworkers to accomplish goals and address issues related to our products and services.
- Operates production printers, scanners, copiers, binding machines and other digital services related equipment
- Prioritized and organized tasks to efficiently accomplish service goals.
- Converts file formats as required; Formats documents for printing
- Configures job processing software and applications to manage job queues, processes files and print jobs
- Troubleshoots and maintains production equipment
- Performs quality control checks on print jobs including print quality, job alignment, paper stock and material used in the printing process
- Cleans and stocks department supplies as necessary
- Manages and stocks supplies for all Canon MFD equipment
- Delivers completed work requests to customers as required
- Records accurate billing information for all completed work on a daily basis

Site Supervisor, 12/2017 to 03/2020

Per Mar Security Services – Elkhart, IN

- Implemented standardized processes for all aspects of operations.
- Managed overall performance metrics of accounts/departments against contract/target metrics.
- Provided the team with clear communications regarding target metrics/expectations and support their achievements.
- Managed the selection, induction, development, retention, motivation, and performance of direct reports.
- Provided training and development opportunities and services in a mentor role for direct reports.
- Compilation and issue of monthly client billing.
- New Vendor Development, Price Negotiation with a vendor, PO releasing, Material Delivery and Payment.
- Kept production team moving forward for progress in daily site operations.
- Managed daily work assignments by delegating tasks and monitoring progress.
- Coordinated budget, tracked expenses and documented progress and variations from plans.
- Screened, selected and assisted with training new employees as part of a robust onboarding process.
- Upheld schedule requirements and quality demands with hands-on project supervision.
- Coordinated schedules and day-to-day activities of the crew to satisfy project needs.
- Assessed upcoming projects to forecast projected resource requirements.
- Implemented conflict-resolution tactics by cooperating with clients and staff to achieve team objectives.
- Conducted performance reviews providing coaching and feedback to benefit both company and employee.
- Called in equipment repair services and maintained office supplies by ordering new inventory.
- Oversaw customer service and satisfaction initiatives, reporting to management on successful strategies.

Office Service Supervisor, 07/2014 to 10/2017

Mckinsey – Atlanta, GA

- Provided leadership, team-building, and motivation to the staff.
- Provided immediate employee feedback on all elements of performance-accuracy, utilization/timeliness, and behavior.
- Prepared and issued Disciplinary Action Forms (DAFs) as needed.
- Act as an escalation point for any customer service and/or workflow issues.
- Staffed, assigned and monitored large projects or special needs projects.
- Trained new employees on policies and procedures.
- Developed and implement performance improvement strategies for specific staff as required.
- Responsible for accurate shift coverage by ensuring scheduling requirements are met.
- Ordered and maintain all supplies for entire client site.
- Prepared inventory reports.
- Handled all vendor invoices through the firm's accounting software.
- Handled all firms' important logistics through several vendor accounts.
- Handled sensitive and/or confidential documents and information.
- Assessed incoming requests selecting the best resources for successful completion.
- Properly prepared and shipped records for storage at offsite facilities.
- Effectively controlled the release of proprietary and confidential information.
- Delivered detailed project management for key project oversight.
- Monitored activities to assess compliance with records policies and document management regulations.
- Kept electronic content legal, secure and accessible for relevant internal and external parties.
- Completed documents and work requests according to company standards.
- Evaluated customer account information to assess current issues and determine potential solutions.
- Informed customers about billing procedures, processed payments and provided payment option setup assistance.

Digital Associate, 12/2011 to 12/2013

Gurrola Reprographics – City, STATE

- Maintain the required levels of quality and rates of production.
- Log in/outboxes for scanning.
- Record objective and bibliographic information as appears on documents.
- Create bar codes for documents.
- Follow document preparation procedures.
- Prepare monthly production and volume reports in order to measure productivity and prepare billing charges.
- Implemented a practical file system, which promoted smooth data gathering and presentation creation.
- Inspected finished products, including bound and unbound items, to identify defects or quality issues.
- Operated bindery equipment and oversaw general functionality, including adjusting guides and rollers, to avoid errors and complete efficient daily work.
- Maintained accurate job records by documenting data in appropriate databases, drafting reports and securing permanent files.
- Communicated with staff to coordinate work, maintain efficiency and achieve production targets.
- Completed high-quality work by performing bindery tasks according to job instructions and work orders.
- Set up documents for individual projects based on specifications.
- Kept documents moving in proper flow by applying strong organizational, planning and multitasking abilities.
- Tagged merchandise, updated signs and built displays for new and promotional products.

Education and Training

High School Diploma: 06/2011

Kashmere Senior High School - Houston, TX

BBA: Business Administration And Management, 06/2022

University Of Houston - Houston, TX