

# Jessica Claire

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

## SUMMARY

My objective is to continue to learn from each experience and utilize my knowledge to meet and exceed my employer's expectations. I'm a dedicated University of Miami professional with history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best achieve company goals.

## PROFESSIONAL SKILLS

- Team oriented
- Excellent customer service skills
- Strong organizational skills
- Data entry
- Dependable and responsible
- Attention to details able to prioritize projects in a multitasking environment
- Intermediate Internet and computer skills
- Word, Excel, QuickBooks, PeopleSoft, Fidelio, CourseEval & CaneLink

## EXPERIENCE

**DATABASE TECHNICIAN** 12/2016 to CURRENT

**Computer Services, Inc. | Denver, CO**

- Testing & Evaluation Services
- Analyzes Testing Center's procedures and techniques to improve quality of service and assesses testing programs for use within the University
- Trains Deans/Chairs and faculty/staff on how to use Courseval
- Establishes the course evaluation calendar for the administration of online faculty evaluations in keeping with university policy and coordinates the staging of these evaluations on behalf of the colleges and schools, including selection of the type of evaluation for each course and other options
- Plans and implements faculty/course evaluations, which includes researching study design, sampling, quantitative and qualitative data collection and analysis
- Prepares summary reports of analysis, disseminates communication of results for the CourseEval System on a university wide basis
- Coordinates the overall results of course evaluations which includes a provision of Dean's/Chairs reports as well as other customized output
- Directs the design, end-user support, and administrative access services for faculty evaluations; disseminates results, including provision of Dean's/Chairs reports and other customized output
- Work with Information Technology and with Planning, Institutional Research, and Assessment (PIRA) to download faculty evaluation database files with information about enrolled students, instructors, and courses; ensures quality and consistency of data across all files
- Enlists student participation in faculty evaluations through automated emails via Blackboard, campus media, promotions, and other communications
- Maintains database
- Observes data integrity, privacy, and security of records on all reports, documents, and information; archives evaluation and test score records in keeping with university policy
- Provides uploads of survey completions as required (on a daily or as-needed basis)
- Scans computer-graded tests, surveys, and other machine-scannable forms; checks output for warnings and errors; prints and releases results in conformity with TES guidelines
- Creates the advertisement for Spring/Summer/Fall to increase faculty/course evaluations
- Prepares memos and reports that may include tables and charts; works closely with IT
- Dispatch office to provide UM Test/Survey forms university-wide; coordinates and maintains TES work calendar; troubleshoots scanning/scoring problems and requests scanner replacements when necessary.

**ADMINISTRATIVE ASSISTANT** 12/2014 to 12/2016

**Ace Hardware | Bay City, TX**

- Testing & Evaluation Services
- Scans tests, surveys, and other machine scannable forms, and checks output for warnings and errors
- Prints and releases results in conformity with TES guidelines, including faxed or electronic transfers of data to users
- Works closely with Program Coordinator and PT AA to support online faculty/course evaluations, including staging, counting, and other CourseEval Program tasks in preparation for evaluation administrations
- Maintains the integrity, confidentiality, and security of all test/survey processing documents and computer records
- Produces reports and proofreads or prepares other documents for the Program Coordinator and the Sr Research Analyst
- Composes and edits internal correspondence and documents as needed
- Assists with special events for the Testing Center
- Handles telephone and walk-in inquiries about Testing and Evaluation Services
- Trains faculty and staff and other users with scanning/scoring procedural
- Monitors TES e-mails and takes action as necessary
- Monitors inventory of TES forms/supplies and processing of IDRs and informs Program Coordinator of inventory needs
- Troubleshoots and maintains scanning equipment to ensure they are in excellent working condition and arranges for scanning equipment replacements when necessary.

**PIR AGENT** 12/2011 to 12/2012

**Iconma, L.L.C. | Orlando, FL**

- Meet and greet arriving and departing cruise line guests
- Review travel documents and input accurate guest data into Fidelio
- Work with a team of staff to provide excellent customer service.

**PIR AGENT** 12/2007 to 12/2008

**Intercruises Shoreside | City, STATE**

- Meet and greet arriving and departing cruise line guests
- Review travel documents and input accurate guest data into Fidelio
- Work with a team of staff to provide excellent customer service.

**DATA ENTRY** 12/2006 to 12/2007

**Florida International University | City, STATE**

- Responsible for performing basic and routine data entry tasks in PeopleSoft and other programs
- Registration and records are complete prior to further supervisory review and action
- Assemble student admission and recruitment packages for the undergraduate admissions office
- Process requests for transcripts and prepare document imaging f or the admissions office.

## EDUCATION

**Bachelor of Photography** 12/2004  
**Universidad Del Arte Ganexa, Panama City**

## WEBSITE

- [linkedin.com/in/patricia-m-pinilla-casas-669b4915a](#)