

# JESSICA CLAIRE

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

## EDUCATION AND TRAINING

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### Master of Science: Management & Leadership

Western Governors University - Millcreek, UT

- Began program July 2019

05/2015

### Bachelor of Arts: Psychology

Western Connecticut State University - Danbury, CT

- 3.4 GPA
- Spring 2015 - Dean's List
- Best Research Poster Presentation Recipient - 2015 CSU Psychology Research Day

05/2013

### Associate of Science: Behavioral Science

Naugatuck Valley Community College - Waterbury, CT

- 3.8 GPA
- All attended semesters - Dean's List
- Graduated magna cum laude

## SKILLS

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- Guest services
- Inventory control procedures
- Merchandising expertise
- Loss prevention
- Cash register operations
- Product promotions

## CERTIFICATIONS

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- Mental Health First Aid: Certified
- Accuplacer: Institutional Administrator & Certified Proctor
- CLEP (College Level Examination Program): Primary Test Center Administrator & Certified Proctor
- TEAS (Test of Essential Academic Skills): Program Director & Certified Proctor

## SUMMARY

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Experienced Testing Specialist offering 6 years overseeing daily program operations and administrative tasks. Offering outstanding organizational, interpersonal, and technology skills. Demonstrable ability to effectively work with a diverse student, faculty, and staff population.

## EXPERIENCE

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06/2017 to Current **Testing Specialist**

Bank Of America Corporation – Chesterfield, MO

- Coordinates, administers, and ensures staffing for all testing services while ensuring constant test integrity.
- Supervises, recruits, trains, and schedules Testing Center staff.
- Collaborates with Faculty and Administration to develop placement guidelines, creates user-friendly placement charts, and trains advising staff on placement procedures.
- Works closely with advisors and provides individual advising to students looking to take exams for credit or to apply to a special admissions program such as Allied Health & Nursing.
- Organizes, tracks, and balances Testing Department budget.

08/2016 to 06/2017 **Assistant Testing Specialist/Proctor**

Naugatuck Valley Community College – City, STATE

- Develops and distributes testing and placement reports to stakeholders.
- Maintains Testing Center statistics by keeping records of session attendance, student score reports, and uploading test scores to Banner Information System.
- Acts as the Web Content Manager for various departments including Testing and Advising.
- Implemented virtual registration software that improved pre-registration statistics by 27% while boosting efficiency and data tracking.
- Serves a culturally, racially, and linguistically diverse student, faculty, and staff population by providing support to English Language Learners in completing their testing and enrollment process.

09/2015 to 08/2016 **Disability Services Assistant/Proctor**

Naugatuck Valley Community College – City, STATE

- Coordinated test scheduling with faculty and students and proctored exams for students with disabilities in compliance with ADA regulations.
- Tracked, updated, and maintained student confidential records and compiled testing information into reports to be shared with stakeholders.
- Assisted in the organization and execution of biannual college transfer fairs including securing the attendance of representatives from college and universities.

01/2015 to 05/2015 **Advising & Counseling Center Intern**

Naugatuck Valley Community College – City, STATE

- Shadowed and trained under experienced advisors and counselors in conducting individual advising and counseling sessions.
- Advised students in transfer planning and the application process to four-year institutions.
- Assisted current and new students with course selection and academic advisement.

09/2013 to 06/2015 **Student Ambassador, Undergraduate Admissions**

Western Connecticut State University – City, STATE

- Redesigned and executed uniform, knowledgeable tours of the campus and assisted prospective students in navigating the application process.
- Reviewed student applications for completeness prior to evaluation by Admission Counselors.

01/2015 to 05/2015 **Teaching Assistant, Psychology Department**

Western Connecticut State University – City, STATE

- Provided instruction of course material and maintained office hours.
- Tutored students in an individual and group setting in Statistics, SPSS, and APA format.

## PROFESSIONAL DEVELOPMENT

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- 2022, QPR Suicide Prevention Training
- 2022, College Autism Spectrum Workshop
- 2022, Mental Health First Aid Training
- 2022, Substance Abuse Workshop
- 2019, Domestic Violence/Bystander Intervention Workshop
- 2019, Accuplacer National Conference
- 2018, Accuplacer National Conference