

# JESSICA CLAIRE

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## HIGHLIGHTS

- Multi-unit operations management
- Vendor sourcing
- Natural leader
- Quality assurance and control
- Organized
- Unsurpassed work ethic
- Contract management
- Relationship building
- Site planning and design expert
- Land use planning
- Construction estimation
- Systems implementation
- Microsoft Office Suite expert
- Work flow planning
- Detail-oriented
- Blueprint fluency
- MS Office proficient
- Project budgeting
- Excellent communication skills
- Excellent written and verbal skills
- Knowledge of computer software ie; Jam, Field View,Dynascape Cad, Estimating Software.
- Superb time management skills

## EDUCATION

Ecorse High School  
Ecorse, Michigan • 1985

*Diploma*  
Coursework in Business,  
Management and Communications

Aviation Maintenance 'A' School  
Orlando, Florida • 1987

Embry Riddle Aeronautical  
University  
Oak Harbor, WA • 1990

*Select One:* Aviation  
Administration  
Operations and Quality  
Management coursework

National Education Center  
1992

*Associates Degree:* Basic  
Electricity and Electronics  
Electronics E

Coursework in Information  
Technology

## SUMMARY

Tech-savvy Project Manager well-versed in all aspects of project management from inception to completion.

## ACCOMPLISHMENTS

Improved customer satisfaction ratings by 20% by implementing a new user-friendly interface.

## EXPERIENCE

Welltower, Inc - Aviation Maintenance Administration man (AZ)

1986 - 1991

- Keeping charts that show trends in aircraft system reliability Organizing and operating libraries of technical publications, reports, and related maintenance data.
- Issuing aircraft inspections and work orders Performing clerical and administrative duties such as filing and typing Preparing reports and correspondence Performing computer data base and system analysis Maintaining engine log books and associated aircraft records Maintain security clearance.

Kerry - Landscape Construction Foreman / Project Manager

Harrisonburg, VA • 1991 - 1997

- Responsible for construction projects from start to finish Operate all necessary equipment to perform task on any given projects Supervised 3 man crew Maintained project to Blue Print specifications Performed take offs on blue prints Strong Tree / Shrub Identification.

Foxfire Landscape Company - Maintenance Operations Manager

City, STATE • 1997 - 2002

- Managed / Coached lawn maintenance, Fertilization, and snow removal crews of 25+ employees Scheduling/estimating/job bidding maintenance projects.
- Random audits of all drivers performance of their duties pertaining to safe equipment operation, proper inspections, proper cargo securement, safe driving practices Direct supervision of the maintenance staff and oversee their work; prioritize assignments; monitor all work activities of the department, and make sure that all repairs are performed using best-practices and quality products Responsible for cold calling clients, preparing proposals and manage the account afterwards to include site checks and enhancements sales.
- Tracked and Maintained Equipment Maintenance Strong Tree / Shrub Identification.

Lakewood Landscaping, Inc - Construction Branch Manager

City, STATE • 2002 - 2004

- Direct, monitor, and motivate staff of the branch service department to provide quality service to all customers in a timely manner.
- Provide continuing, up-to-date training of branch service and sales personnel.
- Managed / Coached lawn maintenance, Fertilization and snow removal crews and admin staff of 35+ employees Maintain an Inventory of material and parts Enforce safety procedures Responsible for cold calling clients, preparing proposals and manage the account afterwards to include site checks and enhancements sales.
- Respond to customer complaints Sales/estimating/job bidding Construction, Maintenance, and Snow removal projects.
- Worked closely with regional manager to monitor branch performance, discuss performance goals.

Great Lakes Landscaping - General Manager

City, STATE • 2004 - 2008

- Responsible for overall performance of lawn maintenance and snow removal divisions, including crew management of 35+ employees, hiring of new employees, tracking man hours on each job, looking for ways to cut costs Enforce good housekeeping of equipment and site Enforce safety procedures Sales/estimating/job bidding for Construction and Maintenance projects.
- Responsible for cold calling clients, preparing proposals and manage the account afterwards to include site checks and enhancements sales.
- Employee recruitment, including using hiring system to screen and update applicants, interviewing and hiring, processing new hire paperwork Coordinate with accounting department on billing matters Work closely with President to determine if corporate goals are being met; discuss ways to make company more profitable.
- Working knowledge of spread sheets and familiar of inputting and retrieving from computer programs.

AT&T Network Services - Construction / Engineering Manager

City, STATE • 2008 - 2009

- Manage / Coach and develop up to 20 Union eligible Construction Technicians.
- Copper conditioning for F2 side of the cable for the 2008 FTTN/Uverse build.
- This also includes Cross Boxes F2 side having the proper twist specifications per AT&T requirements.
- Coordinate and distribute of all work assignments to Construction Technicians.
- Monitor individual safety performance and production goals and quality to each employee as required.
- The reduction of occupational and motor vehicle accidents.
- Conduct personal discipline that includes CWA Union Local 4009 interaction and the dispute of grievances filed.
- Manage work safety, manage quality, manage the productivity of the outside construction force as required to meet internal and external measurement expectations.
- Be a guiding force in motivating, challenging, and encouraging field forces to excel in construction provisioning, and maintenance to outside plant.
- Strong communications for team building and knowledge of outside plant.
- Strong time management skills.

Evergreen Exteriors Inc. Chesterfield T - Maintenance Operations Director / Business Development  
2009 - 2012

- Managed / Coached lawn maintenance, Fertilization, and snow removal crews of 25+ employees Enforce good housekeeping of equipment and site Enforce safety procedures Employee recruitment, including using hiring system to screen and update applicants, interviewing and hiring, processing new hire paperwork Scheduling/estimating/job bidding maintenance projects.
- Main point of contact for clients.
- Tracked and Maintained Equipment Maintenance Act as working supervisor if needed Strong Tree / Shrub Identification Recognize and Id tree / shrub and turf diseases Coordinate with accounting department on billing matters Work closely with President to determine if corporate goals are being met; discuss ways to make company more profitable.
- Working knowledge of spread sheets and familiar of inputting and retrieving from computer programs.

## ADDITIONAL INFORMATION

- Hobbies and Activities Rowing
- Wyandotte Rowing Club Member
- Weight Training
- Soccer