

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Highly motivated Sales Associate with extensive customer service and sales experience. Outgoing sales professional with track record of driving increased sales, improving buying experience and elevating company profile with target market.

SKILLS

- Flight record maintenance
- Flight clearance processing
- Aviation operation systems
- Weather report interpretation
- Aircraft mission dispatch
- Flight plan development
- Flight log updates
- Aircraft operations procedures
- Aircraft emergency protocols
- Airfield safety expertise
- Security regulations
- Flight records management
- Relationship development
- Budgets
- Organization
- Communications
- Process improvement
- Customer service
- Team management
- Operational improvement
- Supervision
- Business operations
- MS Office
- Project organization
- Problem resolution

WORK HISTORY

Department Of Veterans Affairs - Aviation Operations Specialist

Phoenix, AZ • 08/2013 - Current

- Transmitted flight plans and arrival reports to flight and air traffic control centers.
- Compiled data and prepared aviation operations and aviation safety reports.
- Maintained flight logs on incoming and outgoing flights and individual flights.
- Supported operations by managing professional communications, tracking data and managing records.
- Adhered to safety procedures when managing logistics for pilot and ground crew.
- Reduced regulatory risks by acquiring documents, certificates, clearances and approvals from appropriate agencies.
- Processed local and cross-country flight clearances and checked accuracy of flight plans.
- Maximized efficiency by training new employees on company procedures and best practices.
- Created and implemented filing and organization practices for documents, reports, and calendars.
- Posted and interpreted weather reports and decoded sequence reports.
- Spearheaded personnel safety initiatives to foster safe operating environment for all aircraft operations.
- Addressed urgent issues, including medical emergencies and flight operation obstacles, as both first responder and emergency management leader.
- Oversaw fueling, cargo management and departure of aircraft at busy [Type] facility with [Number] daily departures and arrivals.
- Monitored airfield duties and personnel to make proactive changes to procedures, workflows and task responsibilities to maintain operations targets.
- Managed flight itinerary updates and communicated changes to appropriate air traffic control contacts to optimize movements and protect aircraft.
- Collaborated with on-site personnel, including maintenance and air traffic control, to resolve problems and facilitate seamless operations.

EDUCATION

Central Texas College
Killeen, TX

Associate of Science: Business And Managerial Economics

Harris School of Business -
Cherry Hill
Cherry Hill, NJ • 11/2004

Accountant

Fullbloom - Supervisory Administrative Specialist

Deland, FL • 01/2010 - 08/2013

- Oversaw office inventory activities, including ordering and requisitions, stocking and shipment receiving.
- Established and developed highly efficient and dependable administrative team by delivering ongoing coaching and motivation and fostering career advancement.
- Tracked and recorded expenses and reconciled accounts to maintain accurate, current and compliant financial records.
- Helped employees with day-to-day work and complex problems by applying motivational and analytical strategies.
- Hired, managed, developed and trained staff, established and monitored goals, conducted performance reviews and administered salaries for staff.
- Enhanced collaboration between team members by preparing meeting materials and taking clear notes to distribute to stakeholders.
- Developed highly-efficient administrative team through ongoing coaching and professional development opportunities.
- Improved office operations by automating client correspondence, record tracking and data communications.

American Community Partnerships - School Guidance Counselor

City, STATE • 02/2004 - 12/2009

- Personalized career advice to incorporate student grades, goals and skill level.
- Guided students through evaluating career interests and potential schools.
- Built schedules around students' strengths and long-term goals, customizing different approaches for college preparatory and technical school pathways.
- Maintained positive relationships and open communication with parents about application paperwork, testing requirements and upcoming deadlines.
- Delivered high-quality services to students needing academic and emotional support.
- Supported students through challenging developmental milestones and crisis situations and coordinated outside service referrals for those needing extra assistance.
- Helped students complete admissions applications and pursue scholarships to fund education at state, private and vocational schools.
- Coordinated record transfers between school and outside organizations such as colleges and trade schools.
- Offered extra assistance to students of impoverished backgrounds, including providing clothes for job interviews and support for basic needs such as food and transportation.