

# JESSICA CLAIRE

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## Summary

Highly motivated and dedicated professional with over two year's of experience in a 100% remote work environment, with extensive administrative experience, and the ability to work well with little direction. Strong communication skills, both verbal and written. Excellent organizational and analytical skills with a proven track record of project management skills. Very tech savvy with experience on CRM platforms such as Salesforce and with the use of project management tools such as Asana and Smartsheet.

## Skills

- MS Office
- Project Management
- Work Planning and Prioritization
- Problem-Solving
- Project Implementation
- Reports and Documentation
- Asana
- Smartsheet
- Concur
- Salesforce
- G-Suite

## Experience

**Consultant**, 08/2021 to 01/2022

Fotheringill & Wade Llc – Chadds Ford, PA

- Created digitization files for historical company documents
- Scanned documents and created a naming system
- Coordinates meeting activities including schedule of meetings and committees, creating agendas, taking notes, and maintaining minutes, assembling materials and other logistics. Supports the timely development, assembly and distribution of the meeting materials, and coordinates such with the President and senior staff.
- Delivered outstanding service to clients to maintain and extend relationship for future business opportunities.
- Manages administrative activities for internal staff, including:
  - Coordination of internal and external events and meetings
  - Compiles special reports and disseminates non-routine email correspondence
  - Responsible for timely response to general office email correspondence
  - Collects and compiles reimbursement paperwork for expense reports for senior staff
  - Creates spreadsheets, presentations and other materials as needed
- Provides external customer service to include direction of calls based upon knowledge of policy and staff responsibility.
- Maintains a "Meetings" calendar.
- Updates and maintains State Authorization Guide in collaboration with senior staff.
- Updates and maintains Professional Licensure Directory in collaboration with senior staff.
- Works with the staff to assist with correspondence for meetings and events, including registration website development.

**Executive Assistant**, 09/2019 to 08/2021

C3 Ai – Redwood City, CA

- Provides direct support to the President for calendar management, travel arrangements and office support and organization.
- Assists with Board meetings, including minutes, assembling materials and other logistics. Supports the timely development, assembly and distribution of the Board meeting materials, under direction of the President.
- Provides direct administrative support and customer service to internal staff, to include:
  - Provides assistance to staff for events and meetings
  - Compiles special reports and non-routine correspondence
  - Handles and responds in a timely manner to general office correspondence
  - Collects and compiles reimbursement paperwork
  - Assists with spreadsheets, presentations and other support as needed
- As directed, provides State Portal and individual institutional support through email communication.
- Writes and sends email communication to current Board and regional members as directed by President and senior staff members.
- Working with IT staff, ensures organization letterhead and website information is up to date with current staff members, board members and regional members information.
- Works with staff to monitor state portal entity website for accurate information.
- Provides external customer service. Maintains a "Meetings" calendar.
- As time permits, assists staff with:
  - Maintains the Google Drive spreadsheets to track administrative forms.
  - Provides support for managing program entries for Student Catalog and related resources
- Over two years experience working 100% remotely

**Coordinator of Disability Support Services**, 02/2019 to 09/2019

Nebraska Medical Center – Elkhorn, NE

- Conduct intake activities for FRCC students; collect and review documentation of disability, determine accommodations, communicate with faculty and instructors as necessary
- Maintain student files related to accommodations
- Counsel students regarding general learning issues and strategies for success, e.g., study skills, test anxiety, self-advocacy, problem solving/coping strategies, etc
- Act as advocate for students with disabilities
- Conduct presentations on disability and learning development issues and act as liaison between the Disability
- Support Services office and faculty
- Knowledge of Banner

**Learning Support Specialist II**, 10/2016 to 11/2018

Gulf Coast State College Athletics – City, STATE

- Targeted learning issues for students and created individual tutoring lessons in a variety of subjects, which facilitated in successful results
- Implemented plans to assist in study options and management of collegiate workload for students
- Reader and scribe for DSS testing environment
- Communicated and met with faculty when necessary to collaborate and provide the best learning environment and outcome for students to achieve their learning goals
- Acquainted with FERPA and ADA laws

**Health Administration Intern**, 05/2018 to 06/2018

Panama City Surgery Center – City, STATE

- Collaborated in credentialing new physicians and re-credentialing for current physicians
- Accomplished, along with my preceptor, in gathering vital information for annual ASCA benchmarking survey
- Ensured hospital privileges were current for surgeons
- Helped to implement a compliance training program, Learning Harbor, for the surgery center
- Created a physician facility wide satisfaction survey
- Responsible for maintaining physician and clinical staff files and records

**Student Assistant**, 05/2015 to 08/2016

Gulf Coast State College, Military And Veteran – City, STATE

- Answered phones and corresponded with students as requested
- Maintained confidential student records and spearheaded all back office duties
- Responsible for familiarizing students with the college and Military/ Veterans department and all it offers
- Facilitated the Director and Coordinator in all duties as necessary Collaborated in community events on campus and off
- Oversaw all activities for the front desk and Veteran Room Trained new co-workers in the jobs responsibilities
- Demonstrated professional customer service for active duty, veteran service members, and their dependents, by ensuring they correctly applied for their GI bill and scholarships, and enrolled and applied to the college
- Directed students to the right departments by answering all academic questions

**Seasonal Senior Tax Preparer**, 01/2013 to 04/2015

Jackson Hewitt – City, STATE

- Seasonal tax preparer for tax season 2013 and 2015
- Key holder - responsible for opening/closing of the store
- Senior Preparer facilitated in guiding new preparers as needed, by answering in depth questions concerning tax laws or proper protocol
- Achieved success in implementing marketing campaigns by bringing previous clients back to Jackson Hewitt and new clients in for tax preparation
- Implemented a high level of customer service through face-to face tax preparation, answering phones, responding to various tax questions, and giving price quotes for tax preparation
- Professional Skills

## Education and Training

**Bachelor of Science: Health Administration**, 08/2018

University of Central Florida - Orlando, FL

**Associate of Arts: General Studies**, 05/2018

Gulf Coast State College - Panama City, FL

**Associate of Science: Health Sciences**, 05/2014

Gulf Coast State College - Panama City, FL

**Surgical Technology**, 12/2013

Gulf Coast State College - Panama City, FL