

# JESSICA CLAIRE

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## Summary

Personable administrative professional dedicated to cultivating positive client, staff, and management connections. Highly-developed communicator with outstanding skills in complex problem-solving and conflict resolution. Expertise in resource allocation and schedule management. Upbeat individual with friendly demeanor and sound judgment to handle diverse daily tasks with minimal oversight. Well-versed in managing office, paperwork and project needs.

## Skills

- Document management
- Program coordination
- Analytical
- Planning
- Multitasking
- Skilled in Microsoft Programs
- Leadership
- Decision-making
- Problem resolution
- Calendar coordination
- Verbal and written communication
- Accounts payable and receivable
- Report writing
- File and data retrieval systems
- Time management skills

## Experience

### Administrative Assistant/Advocate, 05/2015 to Current

Crh – Mount Joy, PA

- Created detailed online spreadsheets to transition to paperless record management.
- Trained newly hired top talent to fill key positions and maximize productivity.
- Tested trainees on materials to determine levels of understanding and areas requiring further instruction.
- Developed and coordinated trainings to help individuals learn company policies and procedures and job tasks.
- Trained and mentored administrative staff members in company policies, daily task execution and industry best practices.
- Completed reports, paperwork and documentation accurately and on time.
- Built trust and rapport with victims of violent crimes by remaining calm and compassionate in variety of situations.
- Oversaw receiving and organizing correspondence, answering and forwarding calls and creating business letters and records.
- Maintained impeccable office organization to support efficiency, professionalism and performance objectives.
- Proofread documents and organized records, reports, and documents.
- Prepared meeting agendas, transcribed minutes, and circulated plans to staff members
- Performed troubleshooting for office equipment operation or arranged for repairs
- Organized all company records, including creating a central file system
- Managed the master calendar, individual team schedules, and individual staff PTO hours used and accrued.
- Organized, ordered and restocked office supplies to keep staff efficient and productive
- Conducted administrative support tasks, including assisting with pay records, invoices, balance sheets, and correspondences
- Drafted correspondence and donor communications such as newsletters and fundraising letters
- Used Microsoft and Excel to record all expenses incurred and contributions received
- Conducted professional assessments to evaluate needs of clients
- counseled clients alone and with groups to assist through difficult times and improve coping skills
- Specialized in helping domestic violence victims navigate complex programs, including required paperwork and eligibility determinations.

### Product Picker, 01/2014 to 05/2015

Rogers Memorial Hospital – Miami, FL

- Obtained merchandise from bins or shelves
- Examined and inspected stock items for wear or defects, reporting damage to supervisors
- Reviewed incoming orders for mistakes to maintain accurate inventory levels
- Completed all assigned tasks prior to shift end.

### Machine Operator, 07/2012 to 01/2014

RomangerJeld Wen – City, STATE

- Troubleshoot stoppages and breakdowns and quickly restored performance
- Assisted with production scheduling, priorities, and workflow coordination
- Monitored production equipment operation and performs troubleshooting and diagnosis of malfunctions
- Maintained accurate and updated production records detailing outputs and incidents for each shift
- Adhered to all documented manufacturing procedures and good manufacturing practices
- Used plastic wrap to cover, secure, and protect boxes, pallets, and crates.
- Documented daily production data and submitted accurate time logs to keep management up-to-date.

### Manager of Operations, 07/2008 to 12/2011

Exxon Mobil – City, STATE

- Recruited and hired talented professionals with drive and dynamic skills to build success within organization.
- Directed day-to-day operations by spearheading implementation of short-term and long-term strategies to achieve business plan and profitability goals.
- Conducted performance reviews providing coaching and feedback to benefit both company and employee.
- Managed company operations with responsibility for profit and loss, scheduling, training and inventory control.
- Collaborated with staff to maximize customer satisfaction, streamline procedures and improve bottom-line profitability.
- Recruited, hired and trained crew members on application of projects, customer relations and customer service.
- Reviewed daily financial reports and reconciled accounts to keep information current and accurate.
- oversaw financial management, budget management, accounting and payroll activities.
- Evaluated invoices and shipping paperwork for accuracy and compliance.

## Education and Training

### LPN: Nursing

Northern Tier Career Center - Towanda, PA

### High School Diploma

Towanda Area Jr Sr High - Towanda, Pa

Member, yearbook. Secretary, Student Government. Attendance Award

## Certifications

- Mandated Reporter Training - 2016
- Pennsylvania clearances