

# JESSICA CLAIRE

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📍 100 Montgomery St. 10th Floor

## SUMMARY

Hardworking Advocate offering deep dedication to meeting client needs. Empathetic and caring and quickly building rapport. Maintain confidentiality with sensitive and health-related matters. Dedicated Parole Officer talented at implementing safe security measures and conflict resolution techniques. Trained in preventative policing techniques to reduce community crime rates. Specializes in non-lethal intervention techniques to resolve potentially dangerous situations. Experienced Parole Officer with over 9 years in criminal justice and law enforcement. Safety-oriented, fair and professional when dealing with unruly offenders and problem situations. Well-versed in criminal law and criminology. Vast background in court testimony, field supervision and statistical analysis. Trained New Parole Officers before they attended POTA (Parole Officer Training Academy) about Police and Procedures, duty of a parole officer, trained them on the paperwork and how to conduct home visit, surveillance without violating the rights of the offender. Trained new officer on how server a subpoena and execute a warrant. On-the-Job Trainer with strong background teaching and coaching new employees. Talented team leader when demonstrating job tasks, observing trainees performing duties and providing constructive feedback to boost performance. Successful at incorporating proven training techniques and employing stellar people skills. Instructed the New Arrival Orientation Weekly, for newly released offender on their rights, and what to expect and what we expect. go over their rights while on parole, conducted urinalysis, finger prints and register them for AA/NA.

## EDUCATION AND TRAINING

**Southern University And A & M College**  
Baton Rouge, LA • 2009

*Bachelor of Science:* Criminal Justice

**Southern University And A & M College**  
Baton Rouge, LA • 12/2020

*Master of Science:* Criminal Justice

## ACTIVITIES AND HONORS

- National Honors Society
- Member, Alumni Association
- Member, Small Business Association (2008 - present)

## EXPERIENCE

**State Of Idaho - Advocate / Tracker**  
Dubois, ID • 09/2018 - Current

- Communicated with parents and guardians on ongoing basis, including face-to-face meetings, newsletters and phone calls.
- Partnered with teammates to develop reentry programs to improve client follow up and contact.
- Built knowledge of resources available to victims, either through private groups, publicly sponsored programs or community resources.
- Informed victims about legal processes and timelines.
- Attended hearings with victims to provide emotional support.
- Assisted probationers with resolving housing, employment and social services problems.
- Referred offenders to appropriate community agencies to complete services in compliance with court orders.

**Texas Department Of Criminal Justice - Parole Officer II**  
City, STATE • 06/2011 - 07/2020

- Aided senior leadership during executive decision-making process by preparing offender reports for corrective action planning.
- Assisted parolees with resolving housing, employment and social services problems.
- Coordinated all phases of offender prison release program.
- Reported unusual conditions and questionable items to supervisor for corrective action.
- Collected parolees conduct information from community individuals, family members and government agency representatives.
- Administered regular drug and alcohol tests and completed DNA indexing for felony offenders.
- Completed statistical analysis by developing, updating and maintaining statistical and related records and reports.
- Managed full-cycle caseloads, including pretrial, pre-sentence and client supervision.
- Checked residential parolees for adherence to curfew and compliance with rules.
- Served active warrants and subpoenas.
- Strengthened traceability and developed organizational systems for criminal case logs, records, reports and agendas.

**Department Of Transportation Development - Auditor Intern**  
City, STATE • 01/2008 - 06/2011

- Generated complaints reports and other essential documents to support the opinions of licensed auditors.
- Facilitated office workflow by assisting with administrative tasks and communicating with clients on auditors' behalf.
- Monitored audio equipment, video equipment and one-way mirrors to observe cheating or theft by employees and patrons.
- Operated electronic surveillance equipment to observe, track and document gambling activities on gaming floor.
- Assisted with roadway projects and highway repairs by controlling traffic patterns.
- Measured locations for installation of markers, utilizing tape, string or chalk.
- Testified as representative in court hearings and presented evidence.
- Gathered proof of activities through video recordings, photographs and statements.

**Department Of Health And Hospital - Investigator**  
City, STATE • 01/2005 - 12/2007

- Investigate Medicare / Medicaid fraud
- Completed comprehensive face-to-face interviews with subjects, neighbors, employers, family and friends and generated detailed reports documenting investigative findings.
- Created process to capture, integrate and maintain data supporting field information applications.
- Delivered maximum levels of accuracy when conducting stationary and mobile surveillance on investigatory individuals.
- Inputted all information regarding fraud investigations into detailed reports that were submitted to clients.
- Examined various types of materials, including financial statements, written documents and audio files that could be used as evidence for fraud cases.
- Provided court testimony for civil and criminal fraud cases and answered all questions truthfully.
- Coordinated investigations with specialized units in insurance and law enforcement agencies.
- Identified fraud patterns and anomalies through analysis of large quantities of data.
- Monitored patients with acute medical conditions for changes, improvements or need for intervention.
- Assessed notes by nursing staff for accuracy, completion, services rendered and patient responses.
- Scrutinized incidents in which insurance or credit card fraud was alleged to have occurred.