

# Jessica Claire

100 Montgomery St. 10th Floor (555) 432-1000 resumesample@example.com

## SUMMARY

Analytical professional with technical knowledge and 20 years experience in customer service including 9 years experience in Commercial Real Estate. Focused on building client's relationships, working to identify their business needs and resolve issues.

## EXPERIENCE

**CONSULTANT** 07/2022 to CURRENT

**O.C. Tanner Recognition Company Ltd. | Parsippany, NJ**

- Attend requirement discussions with potential clients for data gathering
- Create Statement of Work (SOW) and project plans
- Work closely with clients to establish problem specifications and system integration requirements
- Create technical specification documents for Technical Consultants and user guides for clients
- Perform custom report and/or integration testing and logic resolution for clients
- Provide Managed Services Support to clients - manage their chart of accounts, manage full scale rent roll, perform monthly, quarterly and annual updates on client's ARGUS environment such as uploading actuals and budgets
- Manage project schedules, deliverables, risks and issues from scope, execution and final delivery to client
- Oversee and manage project budget ensuring milestones are completed on target and within budget

**AMERICAS SUPPORT MANAGER** 06/2016 to 07/2022

**State Of Arkansas | Bryant, AR**

- Managed the activity of 20 Senior and Junior Customer Support Analysts to deliver an exceptional global customer support experience
- Trained, coached, mentored and guided the Support Analysts to successful performance, career progression and personal growth
- Gathered and analyzed global support data for dashboard creation and reported to Executive Team
- Analyzed data to identify opportunities for improving support levels
- Developed departmental goals and standards in line with supporting organization's mission and strategic vision
- Evaluated performance of support staff and provided coaching to improve performance
- Collaborated across Sales, Development, QA and Customer Success to optimize all phases of client journey
- Held regular one-on-one meetings with employees to review performance and priorities and provide feedback

**SFO SUPPORT CASE MANAGER** 07/2015 to 06/2016

**Cassella Waste Systems, Inc. | Shaftsbury, VT**

- Assisted global Support Analysts with Level 3 escalations, calculations and technical inquiries
- Acted as liaison between Support team and Development/QA
- Reviewed new software releases and communicated changes to the Support team
- Trained new employees to ensure understanding of Real Estate concepts and calculations
- Monitored all support cases for quality and ensured timely responses

**SCOTWARE SUPPORT ANALYST** 01/2014 to 07/2015

**Bryanlgh Medical Center | Crete, NE**

- Provided functional and technical application support to internal and external clients using ARGUS Software products
- Troubleshooted complex issues, with simulation/reproduction of issues in order to find resolutions
- Escalated issues to developers as appropriate
- Participated in customer training

**REGIONAL BILLING TEAM LEAD** 09/2012 to 01/2014

**Windermere Real Estate | Ephrata, WA**

- Managed the activities of 3-6 billing coordinators and developed strong teams
- Managed resource planning and utilization to ensure timely and accurate billing
- Coordinated with Global Sales Operations, Project Management, Service Delivery
- Management, Legal and Tax Department to ensure contracts are properly set up
- Assisted general accounting in determining revenue accruals
- Performed random department audits to ensure quality

**BILLING COORDINATOR** 05/2010 to 09/2012

**Harris CapRock Communications | City, STATE**

- Prepared and processed service ticket billing such as coding of materials, labor, equipment, subcontractor, sales tax, freight, and commissions
- Prepared and processed product sales billing, verifying orders were filled and shipped prior to billing
- Reviewed contracts and quotes to ensure customers are billed correctly and within terms

**ACCOUNTING SPECIALIST** 01/2007 to 05/2010

**The Reynolds And Reynolds Company | City, STATE**

- Created, maintained and reconciled client accounts and billing records
- Reviewed contractual agreements and submitted budget amendments
- Maintained client billing records and databases using Microsoft Access, Excel and other accounting software
- Processed various types of financial transactions, including wire transfers

**REALTOR** 03/2005 to 12/2006

**Realm Real Estate Professionals | City, STATE**

- Assisted clients through the process of purchasing and/or selling real estate properties

## SKILLS

- Management
  - Diagnostic and Troubleshooting
  - Data Analysis
  - Problem-Solving
  - Project Management
- Salesforce
  - NetSuite
  - MS Office
  - Fluent in Portuguese

## EDUCATION

**Commercial Real Estate Certificate** 03/2019  
**Cornell University**

**MBA | MIS & Accounting** 2014  
**Keller Graduate School of Management of DeVry University**

**Real Estate** 2004  
**Houston Community College, Houston, TX**

**Bachelor of Science | Computer Science & Math** 05/2003  
**Valparaiso University, Valparaiso, IN**