

Jessica Claire

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WORK HISTORY

EXECUTIVE ASSISTANT

01/2020 to CURRENT

Yodlee | Berwyn, PA

- Created and enforced HR policies and procedures across organization.
- Explained and administered benefits including medical, dental, life insurance, disability and health savings accounts.
- Conducted employment verifications and investigations.
- Managed filing systems for electronic and hard copy documents to keep organized records.
- Liaised with HR and payroll to coordinate and manage employee leaves of absence, including FMLA and disability leaves.
- Met with staff to resolve difficult situations related to performance and conflict management.
- Acted as liaison between employees and insurance carriers to resolve problems and clarify benefits.
- Collaborated with payroll to complete and upload pay data.
- Worked with managers to support proper wage and hour compliance.
- Developed company personnel policies, standard operating procedures and employee handbooks.
- Screened and transferred incoming calls, took down messages and transmitted information and documents to internal personnel as point of contact for office.
- Entered and maintained departmental records.
- Updated computer tracking system with latest product movements.
- Checked shipments against paperwork and signed documents.
- Scheduled pickups and deliveries to maintain smooth operations.
- Communicated with vendors regarding inventory needs and negotiated prices to maintain profit margins.
- Computed and created purchase orders to monitor stock levels, verify purchase requisitions and expedite customer orders.
- Documented purchasing information in InFlow to maintain detailed and accurate records.
- Tracked inventory shipments.

FACTORY PRODUCTION WORKER

03/2019 to 01/2020

Myeyedr | Lansdale, PA

- Practiced manufacturing process and operational efficiency procedures to achieve goal of first run capability.
- Upheld quality improvement changes to minimize product defect rates.
- Overcame obstacles and variables to maintain production efficiency, meet deadlines and achieve high levels of profitability.
- Worked closely with others in team-oriented settings to maintain line productivity.
- Sprayed chopped fiberglass, resins and catalysts onto prepared molds or dies, using pneumatic spray guns with chopper attachments.
- Released air bubbles and smoothed seams using rollers.
- Examined incoming materials and compared to documentation for accuracy and quality.
- Demonstrated proper use of equipment to newly hired employees to avoid workplace injuries.
- Took on additional shifts during peak work periods to keep projects on schedule.

OPTOMETRIC TECHNICIAN

12/2018 to 03/2019

Blount County Eye Center | City, STATE

- Input patient information and exam findings into electronic medical records system to facilitate accurate record-keeping.
- Performed subsidiary testing when ordered by optometrist and thoroughly explained procedures to patients.
- Coordinated patient scheduling, monitored patient flow throughout office and properly communicated delays.
- Promoted positive and smooth patient flow throughout facility, encouraging more efficient operations and boosting patient satisfaction.
- Collaborated with optometry staff to reach individual and team goals.

• Identified issues during preliminary exam and addressed concerns with physician.

• Assessed patients for eye issues and checked visual acuity, color plates and papillary function.

• Called patients to inquire about post-operative status or recovery.

• Directed patients to exam rooms for initial evaluations and intake, including history, medication and symptom documentation, to aide physicians with carrying out efficient appointments.

• Assisted with dilating patients or using eye medications when directed by optometrist.

• Helped patients with selecting and ordering glasses or contact lenses to encourage informed decisions.

• Instructed patients on contact lens insertion and removal and lens care guidelines.

PROFESSIONAL SUMMARY

Versatile staff coordinator offering blend of human resources and business development strengths. Extensive background collaborating in organizational start-ups, expansions and restructures while playing key role in building, allocating and motivating talented teams. Successful at helping new employees adjust to company culture and feel valued in new roles.

SKILLS

- Employee Relations
- Executive support
- ADP Workforce Now
- Human resources
- Administrative abilities
- File and records management
- Knowledge of Microsoft Office
- Pre-Employment Screening
- Data management
- 40 WPM typing speed
- Drug free work place yearly
- Professional phone etiquette
- 5 S training
- Excellent communication skills
- Trained in public speaking
- Worked in team Kazan events
- Employee training
- Works well under pressure
- Used AMIS tracking system to track quality issues
- Social media knowledge
- Knowledge of InFlow system
- Involved in Ideas implemented program
- Execute Quality checks
- Bill Of Materials (BOM) familiarity
- Lean 6 sigma bronze trained
- Invoice processing
- Customer service-oriented
- Pleasant demeanor
- Professional patient care
- Trained on MVE system
- Team Bonding
- Knowledge of HR Compliance
- Materials transportation
- Office administration
- Staff Management

EDUCATION

No Degree | Associate of Applied Science

Cleveland State Community College, Cleveland, TN

High School Diploma

Sweetwater High School, Sweetwater, TN

05/2009