

# JESSICA CLAIRE

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## PROFESSIONAL SUMMARY

A highly driven professional with experience in Business administration, Business Analysis, Business growth and Human Resource Management. Have managed teams, created opportunities and provided solutions for businesses using data and improving certain work protocols. Introduced systems that have scaled company productivity by 20%, seeking to transcend in the management field while using technology and data to improve business systems.

## SKILLS

- Leadership and Project Management
- Verbal and Written Communication
- Time Management and Organization
- Business Intelligence and compliance
- SPSS
- Microsoft Power BI and Tableau
- Microsoft Office packages
- Data Analytics and Data Mining

## EDUCATION

**Merrick School of Business**  
Baltimore, MD • 08/2020

**Master of Science:** Business Administration And Business Analytics

## WORK HISTORY

### Liberty University - Graduate Student Assistant

Lynchburg, VA • 08/2021 - Current

- Assisted advisors with facilitation of recruitment outreach campaigns.
- Managed data and information required to track department progress throughout academic year.
- Worked closely with advisors during entire process of recruitment and retention of students.
- Helped create systems and facilitate ideas that aid in retention of increase student populations.
- Facilitated newly designed webinar to help connect and engage with prospective students during transition process with remote and hybrid learning format thus increasing student participation by 5%
- Provided Administrative support to Merrick Advising Center that ensured smooth functioning of office remotely and in- person
- Provided support to advisors (undergraduate and graduate) and assistant deans by completing special projects weekly on need basis.

### Corelogic - Executive Administrator and Project Coordinator

Chantilly, VA • 12/2017 - Current

- Managed over 30 staff members and helped developed system that reduced staff turnover at organization by 10% and improved office culture.
- Organized and scheduled all company meetings and events for executive team.
- Handled assessment and implementation of Client's health care plans monthly.
- Reduced error rates by 10% by providing precise payroll calculations for 30 employees using "when I work" system.
- Conducted onboarding training and influenced 5% attrition rate by educating new employees on company protocols.
- Analyzed staff performance on job by conducting weekly in-person audits.

### Fire Shot USA - Senior Business System Analyst

City, STATE • 08/2019 - 08/2021

- Led team of 5 in development, training, and user acceptance testing plans of product increasing productivity and innovation by 5%.
- Built new business processes regarding Change Management policies and procedures, increasing business efficiency and product transition by 20%.
- Effectively tracked team's progress, including burndown velocity and, released forecasting, reducing work hours by 2.
- Performed daily, weekly and monthly reviews and analyses of current processes using operational metrics and reports.
- Boosted team velocity by 20% by slashing rework through poka-yoke.
- Wrote and updated project documentation including, system procedures and training materials increasing productivity by 1%.

### Christopher Timi & Associates - Consultant Business and Project Manager

City, STATE • 08/2017 - 08/2019

- Improved relationship with clients through successful account management and on-time project delivery annually.
- Maintained regular client communication and satisfaction, ensuring opportunities and challenges were addressed daily.
- Managed and provided strategy to in office various projects and business needs.
- Prepared proposals and statements of work that impacted business positively thus improving revenue and employee salary by 10%
- Translated client's business needs into detailed business requirements documents, use cases, and systems interaction diagrams leading to 15% increase in client referrals.

## ACCOMPLISHMENTS

- I introduced systems that have scaled company productivity by 20%, seeking to transcend in the management field while using technology and data to improve business systems.
- Used Microsoft Excel to develop inventory tracking spreadsheets.
- Resolved product issue through consumer testing.