

Jessica Claire

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PROFESSIONAL SUMMARY

Driven and resourceful Administrative professional with 6+ years of experience supporting work of high-achieving C-Suite Executives. Track record supporting professional needs with well-organized precision. Sophisticated and graceful in managing high-volume workloads in rapidly changing environments. Experience enhancing executive productivity and improving business operations. Exceed expectations for maximizing group performance and overseeing efficient calendars. Operate well with minimal supervision to meet demanding objectives.

SKILLS

- Travel coordination
- Documentation and reporting
- Training and development
- Team building
- Communications
- Expense Reports
- 72 WPM typing speed
- Adobe
- LMS Software
- Team Building
- Master calender management
- File and records management
- Organizational Development
- Budgets
- Event Planning
- Business administration
- Advanced MS Office Suite
- Zoom/WebEx
- Training and mentoring
- Contract Negotiation

WORK HISTORY

ADMINISTRATOR - HUMAN RESOURCES AND PROPOSALS 03/2019 to CURRENT

Great Lakes Dredge & Dock Company, Llc | Jacksonville, FL

- Produced accurate office files, updated spreadsheets and crafted presentations to support executives and boost team efficiency.
- Handled all scheduling for **Vice President's** calendar and prepared meeting agenda and materials.
- Interacted with vendors, contractors and professional services personnel to receive orders, direct activities and communicate instructions.
- Streamlined operations and prioritized tasks, allowing senior staff to increase revenue by 10%.
- Contributed to smooth business operations by planning and organizing meetings and conferences, including conference calls.
- Structured compensation and benefits according to market conditions and budget demands.
- Forecasted expected personnel demands and developed forward-thinking approaches to achieve objectives.
- Directed and controlled various benefit programs, including 401K, medical, dental and vision packages.
- Updated training processes by reviewing existing documentation, leveraging feedback from associates, and working with legal and compliance teams.
- Provided guidance on policies and procedures to harmonize responses, provide appropriate investigation actions and reach resolution of grievances.
- Educated management on successful policy implementation and enforcement actions to prevent employee legal entanglements.
- Streamlined HR efficiencies, coordinated new hire orientations and provided onboarding and training for 100 new employees.

EXECUTIVE ADMINISTRATIVE ASSISTANT 08/2017 to 03/2019

American Modern Insurance Group | Austin, TX

- Produced accurate office files, updated spreadsheets and crafted presentations to support executives and boost team efficiency.
- Updated executives on changing business needs by thoroughly documenting internal and client meetings.
- Responded to emails and other correspondence to facilitate communication and enhance business processes.
- Handled all scheduling for CMO and CEO's calendar and prepared meeting agenda and materials.
- Used Google Calendar and office intranet to coordinate meetings, appointments and tasks for 6 senior executives.
- Used QuickBooks and Concur to produce monthly invoices, expenditures reports and other deliverables.
- Orchestrated successful conferences, including associated travel for all speakers and attendees, facilities and support services.
- Handled logistics, catering, agendas and travel arrangements for meeting and event planning for board of directors, president and executive vice president.
- Worked with senior management to initiate new projects and assist in various processes.
- Managed CMO's complex and frequently changing travel arrangements and coordinated pre-planning of trips.

SENIOR ADMINISTRATIVE ASSISTANT 08/2016 to 08/2017

Ally | Charlotte, NC

- Sorted, opened and routed incoming correspondence and deliveries to help senior leaders respond quickly to business and customer requirements.
- Maintained personal schedule, professional calendar and individual appointments for CFO and COO.
- Arranged business travel details for CFO, COO and company employees per supervisor requirements.
- Conducted thorough research using diverse resources to assist professional staff with routine and special project tasks.
- Coached new employees on administrative procedures, company policies and performance standards.
- Prepared and distributed team-based communications to foster collaboration and enhance team morale.
- Developed and implemented office management procedures, increasing training efficiency, team productivity and accuracy.
- Coordinated office activities and public events, including product ordering, set up and technology.

SENIOR EXECUTIVE ASSISTANT 03/2016 to 07/2016

Affinity Solutions | City, STATE

- Managed external contacts for CEO and kept track of periodic communication needed for priority contacts.
- Managed CEO's complex and frequently changing travel arrangements and coordinated pre-planning of trips.
- Researched, proposed and implemented merchant vendor agreements to decrease costs and improve services.
- Planned and executed meetings and events and attended meetings to take meeting minutes.
- Prepared meeting agendas and briefing papers for all attending members
- Screened calls and emails and initiated actions to respond or direct messages for 2 managers.

EDUCATION

MBA | Business Administration And Management 01/2019

Willamette University, Salem, OR

- Graduated magna cum laude

Bachelor of Science | Biology 12/2013

University of Guam, Mangilao, GU

Bachelor of Science | Education 12/2013

University of Guam, Mangilao, GU

AFFILIATIONS

- Society of Human Resource Management
- International Association of Administrative Professionals

CERTIFICATIONS

- SHRM Certified Professional (SHRM-CP) - Certification on August 3, 2020
- Washington Notary Public - Expires Nov. 2021