

JESSICA CLAIRE

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SUMMARY

Exemplary Rutgers Student and Air Force Second Lieutenant offering a dynamic military background. Maintains strong analytical and problem-solving abilities with high attention to detail. Collaborative in driving decisions and astute team-player.

SKILLS

- Fluent in Spanish - Native
- Microsoft Office Suite - Word, Excel, and PowerPoint (LinkedIn course 2020)
- Primavera P6 (LinkedIn course 2020)
- Salesforce
- QuickSight
- Tableau
- Command and control operations
- Community relations management
- Event planning
- Community outreach
- Crisis management

EXPERIENCE

Aviation Officer, 01/2015 - Current

Lhc Group – Columbus, GA

- Monitored aircraft safety protocols, flight systems and operating performance and communicated issues to the crew chief.
- Kept watch over aircraft operations and weather conditions, communicating issues to commanders for possible flight path changes.
- Updated policies and procedures and shared information with crew members prior to departure.
- Checked minor aircraft repair work and arranged for major maintenance by notifying maintenance.
- Determined courses and schedules and evaluated weather conditions to promote safety of crew and passengers.
- Juggled multiple projects and tasks to ensure high quality and timely delivery.
- Improved operations by working with team members and customers to find workable solutions.
- Demonstrated leadership by making improvements to work processes and helping to train others.
- Planned actions and duty assignments to enhance personnel skills, broaden skill sets, and foster achievement of success necessary for promotion.
- Achieved 100% safety rating while managing complex operations and company programs.
- Applied critical thinking and analysis skills to evaluate intelligence data and other variables to plan course of action.
- Created agendas and communication materials for team meetings.
- Developed and implemented safety improvements to cultivate safe and productive work environment for all personnel.
- Responded to emergent situations regarding flight operations or medical issues to quickly identify concerns, provide support and transport personnel and passengers away from critical scenes.
- Performed and supervised airfield functions, including mobile airfield management, to keep [Type] grounds operating at peak efficiency.
- Implemented airfield safety procedures to support safe operating environments for personnel and aircraft.
- Adjusted flight itineraries and communicated changes for optimal safety and flow of aircraft.
- Supervised airfield operations, including arrivals, departures and fueling, identifying and addressing concerns promptly to maintain targets.
- Coordinated with parties such as air traffic control, civil engineers and command posts to support airfield management activities.
- Planned, organized and directed operation of command posts, operations centers and control centers.
- Analyzed and delivered C2 traffic information to appropriate wing agencies.
- Operated and monitored voice, data and alerting systems for U.S. Air Force.
- Reviewed airfield status and made expected inbound aircraft aware of activities to maximize protection.
- Managed intelligence collection procedures and priorities to safeguard classified and sensitive material.
- Conducted in-depth analysis of communications characteristics to target tactics, techniques and procedures.
- Communicated with medical personnel to coordinate casualty and patient staging areas.
- Delivered briefings and reports to disseminate information through established channels.
- Prepared and sent advisories to pilots to detail weather conditions and air traffic control measures.
- Reviewed plans for accuracy and compliance.
- Maintained full compliance with Air Force Instructions and state and federal governments applicable to flight operations.
- Led 14-airmen through multiple rigorous exercises.
- Performed in-depth research into topics, authored detailed reports and gave presentations to senior leadership.
- Upheld operational standards by evaluating current procedures and adjusting according to changing demands.

Staffing Coordinator, 03/2019 - Current

Cam Services – Rancho Cucamonga, CA

- Liaised with HR management to devise and update policies based on changing industry and social trends.
- Administered applicant tracking system (Salesforce and HVH) database to input, update and maintain candidate details.
- Oversaw staffing and related operations, hiring and mentoring personnel.
- Accomplished multiple duties, including strategic workforce planning, new employee onboarding, labor relations and health benefits administration.
- Developed community outreach programs at local colleges to promote the Amazon image.
- Maintained existing and developed new partnerships with many local governments, colleges & universities, and hiring organizations to increase Amazon recruiting.
- Planned and managed different community meetings, public forums and outreach events.
- Tracked and reviewed program performance metrics to improve decision-making process.
- Cultivated and developed relationships with existing and potential referral sources, identified new partners, uncovered untapped opportunities and raised brand awareness.
- Gave presentations at public gatherings, community events and school meetings.
- Authored content of newsletters, social media postings and educational brochures.
- Supervised 7 Staffing Administrators focused on cementing connections in the local area to promote organizational goals.
- Liaised with community members, business owners and officials to address current issues and find appropriate solutions.
- Created and delivered hiring presentations to deliver at local events, including workshops, seminars and job fairs.
- Oversaw 7 Staffing Administrators tasked to hire for over 15 Amazon locations.
- Performed calculations to determine costs, community use, and other aspects of potential strategies.
- Sought out opportunities to advance hiring operations, technology options and latest trends in recruiting programs.
- Upheld operational standards by evaluating current procedures and adjusting according to changing demands.
- Generated reports detailing project information and predictions.
- Provided leadership to 7 employees through coaching, feedback and performance management.

Regional Sales and Services Representative , 05/2017 - 03/2019

PNC Financial Services – City, STATE

- Profiled and analyzed investment products to devise financial strategies, meeting client financial needs and forecasting opportunities with highest return on investments.
- counseled clients on financial matters and provided recommendations on investment opportunities, products and services based on client needs and asset availability.
- Interviewed clients to determine income, expenses, financial objectives and risk tolerance in order to develop successful financial plans.
- Conducted due diligence and valuation activities to support informed business decisions.
- Maintained knowledge of regulations, communicated with industry professionals, devised financial models, conducted sensitivity analyses and gathered financial reports to deliver superior service.
- Evaluated investment materials to develop financial recommendations, fulfill customer needs and predict favorable investments.
- Devised business plan and identified target customers.
- Partnered with wealth management and financial advisors to advise high net worth customers on financial investment options and decisions involving capital expenditures.
- Cultivated and expanded financial planning relationships with customers through loyal and dedicated service.
- Conducted special service and account transactions for customers, including ordering checks and placing stop payment orders.
- Established new accounts and created memberships, resulting in increased loans and earnings for credit union.
- Acted as pivotal point of contact between bank branches regarding guidelines and practices.

Administrative Officer, 12/2016 - 12/2017

Omega Delta Sigma - Veterans Fraternity – City, STATE

- Distributed company correspondence, including memos and updates to reinforce and apprise departments and divisions of corporate objectives and developments.
- Defined and documented office procedures, using updated SOPs to provide thorough and comprehensive training for all administrative support staff.
- Monitored office inventory to maintain adequate supply levels and order products.
- Monitored financial bookkeeping for accuracy and compliance, resolving identified discrepancies.
- Automated office operations, managing internal communications, correspondence, record tracking and data analysis.
- Supported senior leadership during executive decision-making process by generating daily reports to recommend corrective actions and improvements.
- Planned weekly meetings for the New Jersey Chapter and coordinated availability of conference rooms.
- Set up meetings and appointments, including gathering materials, booking conference rooms and providing information to involved parties.
- Coordinated and managed event-planning logistics, budget administration and team oversight.
- Assisted production and distribution of memos, newsletters, email updates and other forms of communication.
- Gathered information, scanned records and maintained confidentiality of all electronic data.

EDUCATION AND TRAINING

MBA: Executive, 05/2023

Rutgers, The State University of New Jersey - New Brunswick, NJ

Bachelor of Arts: Political Science, 01/2018

William Paterson University of New Jersey - Wayne, NJ

Becoming A Government Project Manager, 08/2020

LinkedIn Learning

Excel Microsoft Office Specialist, 07/2020

LinkedIn Learning

ACCOMPLISHMENTS

- Command Controller of the Quarter
- Air Force Achievement Award
- Air Force Academic Achievement Award
- Military Honor Graduate
- Hired and onboarded over 5,000 new Tier 1 Amazon employees
- Coordinated and hosted over 250 hiring events and Amazon information sessions
- Negotiated with vendors, saving the company \$100,000 on venue space.
- Raised over \$3,000 for Veteran's Suicide Prevention
- Top regional representative in PNC Investments
- Top regional representative in Lending
- Top regional representative in Consumer Credit Cards
- Top regional representative in Customer Service Surveys

CERTIFICATIONS

- Commissioned Officer, United States Air Force - 2020
- Part 107 Small Unmanned Aircraft Systems, Federal Aviation Administration - 2020
- Private Aircraft Pilot, Federal Aviation Administration - 2018
- Airfield Operations, United States Air Force - 2015