

# JESSICA CLAIRE

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## Professional Summary

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

## Skills

- Interface Design and Implementation
- Industry Standards
- Communications Strategies
- Internal Communications
- Navigation Tools
- Improving Websites
- Customer Needs Assessments
- User Expectations
- Client Satisfaction
- Latest Industry Trends
- Usability Testing
- Information Architecture

## Work History

**UX/UI Designer**, 02/2022 to Current

**Capital One** – Mclean, VA

- Evaluated user research to convert abstract ideas and requirements into planning tools such as journey maps, user personas and storyboards.
- Collaborated with teammates to deliver valuable features meeting business and customer needs.
- Communicated with product managers and UX designers to translate project requirements and business objectives into polished user interfaces.
- Devised site maps, user flows, wireframes and mockups for designs based on proven methodologies, stakeholder requests and end-user feedback.
- Conducted research by interviewing users, external customers and various stakeholders.
- Analyzed existing interfaces to detect user pain points, recommending design changes and iterative updates.
- Engineered prototypes to support research and usability testing.
- Researched and proposed new solutions to make website more user-friendly.
- Identified, documented and reported on technical factors impacting interface performance.
- Created maps, models and templates for diverse projects.

**Entrepreneur**, 01/2015 to 09/2022

**Td Garden** – Winston Salem, NC

- Determined business plan, mission statement and vision.
- Devised processes to boost long-term business success and increase profit levels.
- Determined areas in need of improvement and devised targeted corrective actions for each concern to maintain optimal business operations.
- Mapped income generating strategies to grow revenue.
- Created and updated company digital presence to enhance sales marketing through professional website and optimized social media profiles.
- Set, enforced and optimized internal policies to maintain responsiveness to demands.
- Applied performance data to evaluate and improve operations, target current business conditions and forecast needs.
- Provided exceptional customer service to customers, increasing customer loyalty 100%.
- Negotiated price and service with customers and vendors to decrease expenses and increase profit.
- Monitored daily cash discrepancies, inventory shrinkage and drive-off.
- Tracked trends and suggested enhancements to both challenge and refine company's product offerings.
- Demonstrated exceptional knowledge of process optimization in relation to profit and loss.

**Technician**, 05/2015 to 05/2021

**CSC ServiceWorks** – City, STATE

- Maintained quality assurance and customer satisfaction objectives.
- Executed diagnostics, troubleshooting and evaluations on laundry technology.
- Organized work to meet demanding production goals.
- Completed job reports and logs immediately following service calls.
- Set up and performed test activities.
- Read manuals and manufacturer instructions to install and troubleshoot devices.
- Performed complex mechanical alignments and calibration of equipment to quality standards.
- Conducted tests of components and systems to evaluate performance and identify concerns.
- Performed routine maintenance on laundry machines for manufacturing operations.
- Utilized control mechanisms and hands-on procedures to operate machines.
- Implemented, configured and optimized safety standards.
- Meticulously tracked all parts and devices used on each service call.
- Developed corrective action plans and prevention strategies to improve product reliability.

**Amatuer/Professional Athlete**, 01/2005 to 04/2015

**American Martial Arts Academy** - Winston-Salem – City, STATE

- Exhibited excellent teamwork and strong work ethic by promoting camaraderie.
- Trained extensively and observed proper nutrition for weeks leading up to national-level fitness competitions.
- Managed time effectively while traveling for fights, attending practice and going to classes.
- Trained extensively 80 hours per week for upcoming competitions to perform at top-level.
- Provided kickboxing team coaching at school while developing and mentoring elite athletes.
- Attended all practices, meetings and workouts on time.

## Education

**GED**

**DCCC** - Asheboro, NC

**Associate of Applied Science: Computer Installation And Repair Technology**

**Brookstone College of Business** - Charlotte - Charlotte, NC