

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Business Manager skillful in monitoring and managing daily business operations with focus on continuous improvement. Decisive and analytical with 3-year history of successful industry and grant implementation performance. Adept at identifying optimal curricula, developing lesson plans and aligning instruction with current learning goals. Good planner, problem-solver and analytical leader with strong attention to detail and sound judgment focused on continuous improvement. Decisive, practical and strategic in leading operations and teams.

SKILLS

- Client Relationship Management
- Policy Implementation
- Project/Program Management
- Finance and Accounting Oversight
- Sales and Marketing
- Issue Resolution
- Focus and Follow-Through
- Budget Creation
- Regulatory Compliance
- Business Leadership
- Verbal and Written Communication
- Employee Scheduling
- Safety Procedures
- Operational Efficiency
- Strategic Networking
- Site Coordination
- Policy and Program Development
- Admissions Support
- Policy and Procedure Enforcement
- Program Analysis
- Quality Assurance
- At-Risk Student Intervention
- Summary Reports
- Multicultural Leadership

WORK HISTORY

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| 10/2019 to Current | Health Education Program Coordinator North East Medical Service – San Jose, CA <ul style="list-style-type: none">• Designed and implemented educational programs and events such as Cognitive Behavioral Therapy Classes for children and adults and Reading courses implemented through golf for children.• Entered course assignments and training plans in Paylocity system.• Trained faculty and staff to develop courses in Learning Management System (LMS).• Managed educational program budget and prepared quarterly reports for our funders.• Supported admissions process through application review and student registration.• Conducted surveys with students upon course completion to gather feedback for improvement.• Attended continuing education workshops to enhance skills and apply new managerial methodologies.• Directed day-to-day operations of education program and supervised support staff to delegate assignments and evaluate performance.• Interacts with participants and monitors equipment and participant safety.• Assists with development and/or delivery of variety of health and wellness activities and promotions.• Enrolls new participants and conducts facility, program and equipment orientations.• Promotes program offerings and conducts outreach activities to increase participation.• Maintains participant files and database.• Performs facility maintenance responsibilities; ensures facility and equipment and are stocked at all times.• Maintain program calendar including scheduling all classes, meetings, setting up conference calls, etc.• Prepare presentations and project related presentations; taking minutes of meetings for distribution to management and other constituents as required.• Establishes accessible and supportive relationships with vendors, partners, and participating organizations.• Conducts assessments and maintains accurate records, data integrity and/or quality input into CATS database as required for program.• Assists with program events planning as necessary and assists with mass electronic and print mailings as required.• Facilitates meeting room set-up/ break-down and orders supplies, or food/beverage/condiments as required.• Ensures personal and facility appearance meet standards for scheduled activities.• Projects and other duties as assigned.• Developed partnerships with parents, businesses and organizations to build awareness, increase support and share resources.• Designed or used assessments to monitor student learning outcomes.• Maintained program files, records, databases and websites to gather research and prepare and submit quarterly reports.• Checked on instructor lessons and communication in order to assess quality of education and assistance offered to students.• Acquired grants and other sources of funding for educational programs and projects and drafted proposals and agreements to support proper allocation.• Coordinated and managed internal projects and assignments to deliver seamless rollout.• Cultivated project timelines, documentation, processes and updates to develop and manage tactical plans.• Collaborated closely with upper management to drive strategy through development and implementation of new processes.• Communicated and explained business requirements to team members to understand and implement functional demands.• Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.• Demonstrated respect, friendliness and willingness to help wherever needed. |
| 04/2020 to Current | Business Manager Vitas Healthcare – San Antonio, TX <ul style="list-style-type: none">• Communicated with customers and vendors positively with particular attention to problem resolution.• Oversaw office operations for organization by processing vital documentation, obtaining insurance verification and authorization for services.• Implemented automation strategies for office operations, correspondence management, schedule coordination and recordkeeping.• Brought in new business connections and revenue generation opportunities by improving networking strategies.• Reduced or eliminated different types of financial discrepancies by improving documentation and reporting accuracy for budget and operational controls.• Trained new employees on proper protocols and customer service standards.• Assisted in recruiting, hiring and training of team members.• Interacted well with employees and customers to build connections and nurture relationships.• Handled problematic customers and clients to assist lower-level employees and maintain excellent customer service.• Tracked employee attendance and punctuality, addressing repeat problems quickly to prevent long-term habits.• Drafted invoices for completed work.• Promoted positive customer experience through day-to-day supervision and management of class facility.• Negotiated price and service with customers and vendors to decrease expenses and increase profit.• Built loyal account base and long-term business relationships with all accounts.• Coordinated leadership workshops to educate team members on best practices to optimize productivity.• Identified and qualified customer needs and negotiated and closed profitable projects with high success rate. |
| 01/2019 to 05/2021 | Administrative Assistant Oklahoma Mental Health Council – El Reno, OK <ul style="list-style-type: none">• Answered multi-line phone system, routing calls, delivering messages to staff and greeting visitors.• Executed record filing system to improve document organization and management.• Scheduled office meetings and client appointments for staff teams.• Interacted with vendors, contractors and professional services personnel to receive orders, direct activities and communicate instructions.• Generated reports and typed letters in Word and prepared PowerPoint presentations.• Handled client correspondence and tracked records to foster office efficiency.• Developed and updated spreadsheets and databases to track, analyze and report on performance and sales data.• Supported efficient meetings by organizing spaces and materials, documenting discussions and distributing meeting notes. |

EDUCATION

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| 04/2024 | Master of Science: Medical Administration Rasmussen College - Lake Elmo, MN |
| 12/2018 | Bachelor of Science: Health And Wellness Management Rasmussen College - Lake Elmo, MN <ul style="list-style-type: none">• Dean's List 2018 and 2019• Honoree of High Honors |
| CERTIFICATIONS <ul style="list-style-type: none">• Certificate in Grant Writing, NonProfit Leadership - April 2022-May 2022 | |