

# Jessica Claire

-  resumesample@example.com
-  (555) 432-1000
-  100 Montgomery St. 10th Floor

## Skills

- MS Office
- Computer proficiency
- Planning and Coordination
- Reading comprehension
- Customer Service
- Leadership
- Collaboration
- Training & Development
- Teamwork
- Multitasking abilities

## Education

California State University - Northridge  
Northridge, CA • 05/2019

*Bachelor of Science:* Business Management

- Elected to [Elected Position] for [Student Organization, Fraternity or Sorority] in [Year]
- Awarded [Award Name]
- Relevant Coursework Completed: [Subject] & [Subject]

California State University - Northridge  
Northridge, CA • 05/2019

*Bachelor of Science:* Marketing

- Elected to [Elected Position] for [Student Organization, Fraternity or Sorority] in [Year]
- Relevant Coursework Completed: [Subject] & [Subject]
- Awarded [Award Name]

## Professional Summary

Versatile [Type] Management Analyst with advanced knowledge of financial, business development and operational areas. Steps into new areas with adaptable approach. Practiced project manager and problem-solver with [Number] years of experience in [Industry]. Experienced [Type] Management Analyst skilled in budget review, reporting and research. Top-notch administrator with financially-savvy and organized approach. Familiar with helping business leaders understand all facets of operations. Results-oriented [Type] Management Analyst adept at analyzing and improving [Area] policies and procedures. Talented program developer and director with [Number] years of [Industry] experience. Enthusiastic [Job Title] eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of [Task] and [Task] and training in [Skill]. Motivated to learn, grow and excel in [Industry]. Experienced [Job Title] with over [Number] years of experience in [Industry]. Excellent reputation for resolving problems and improving customer satisfaction.

## Work History

State Of Delaware - Management Analyst II  
Minquadale, DE • 04/2020 - Current

- Gathered, documented and modeled data to assess business trends.
- Evaluated current processes to develop improvement plans.
- Restructured procedures through coordination with [Job title] to create and execute projects.
- Helped leaders understand how to effectively manage [Function], [Function] and [Function].
- Collected, organized and modeled data using [Software].
- Recommended [Type] operational improvements based on tracking and analysis of [Type] data.
- Developed [Type] metrics derived from raw company data to track improvements in organizational efficiency.
- Produced detailed and relevant reports for use in making business decisions.
- Conducted research and investigations into [Area], [Area] and [Area].
- Evaluated diverse organizational systems to identify workflow, communication and resource utilization issues.
- Created and optimized records management strategies to coordinate and protect information.
- Conducted thorough reviews of operations to devise and deploy improvement strategies.
- Compiled research data and gave professional presentations highlighting finds and recommended optimizations.
- Reviewed internal systems and organized training plans to address areas in need of improvement.
- Created spreadsheets using Microsoft Excel for daily, weekly and monthly reporting.
- Researched and resolved issues regarding integrity of data flow into databases.
- Identified and documented detailed business rules and use cases based on requirements analysis.
- Documented business workflows for stakeholder review.
- Created various Excel documents to assist with pulling metrics data and presenting information to stakeholders for concise explanations of best placement for needed resources.
- Coordinated statistical data analysis, design and information flow.
- Recommended data standardization and usage for protection of data integrity.
- Trained employees on software to improve data management, monitored use and suggested improvements.
- Compiled, evaluated and reviewed engineered data for internal system.
- Produced monthly reports using advanced Excel spreadsheet functions.
- Updated organizational systems and subsystems to improve and streamline data collection.
- Created and deployed best practices to improve efficiency and reduce defects.
- Streamlined QA processes by working closely with development teams and staying abreast of changing product demands.
- Monitored performance and generated reports detailing quality of product and defect rates.
- Delivered onsite technical support for [Number] employees.
- Prepared new computers and mobile devices according to internal policies on standardized software and security deployments.
- Assisted customers in identifying issues and explained solutions to restore service and functionality.
- Loaded software, granted permissions and configured hardware for new employees as part of onboarding process.
- Devised processes to boost long-term business success and increase profit levels.

Premise Health - Data Entry Coordinator  
Kingsport, TN • 11/2019 - 01/2022

- Maintained data entry requirements by following data program techniques and procedures.
- Compiled and sorted information to prepare source data for computer entry.
- Reviewed, corrected, deleted and re-entered data to eliminate duplication of data and maintain data integrity.
- Transferred data and documents from [Type] to [Type] media after introducing [Tool].
- Accurately handled data entry for [Number] clients into company-based software.
- Used [Software] to enter over [Number] pieces of [Type] data over [Timeframe], maintaining [Number]% accuracy.
- Maintained [Number]% accurate data by implementing [Software] to detect and correct [Type] errors.

Pacific Coast Building Products, Inc. - Administrative Assistant Analyst  
Tempe, AZ • 01/2020 - 09/2020

- Maintained accurate inventory of institution property, equipment and operational supplies.
- Demonstrated operational knowledge of Microsoft Office programs such as Excel, PowerPoint and Outlook.
- Responded to requests to assist and make decisions without supervision.
- Performed numerous administrative and technical support functions that enhanced [Product or Service] effectiveness.
- Managed phone and email correspondence and handled incoming and outgoing mail and faxes.
- Built and maintained excellent customer relationships through timely response to inquiries and going above and beyond to accommodate unusual requests.
- Managed filing system, entered data and completed other clerical tasks.
- Completed over [Number] customer orders each day in warehouse setting.
- Inspected incoming and outgoing shipments to verify accuracy and prevent errors.
- Shipped material and performed boxing, packing, labeling and preparation of related documents.
- Oversaw logistics for incoming replacement parts and outgoing shipments of defective components.
- Reviewed warranty repair orders for proper completion, accuracy and legibility to reduce processing delays.
- Resubmitted rejected claims or received write-off authorization to maintain records and proper documentation.
- Monitored factory recalls and announcements to stay on top of changes.
- Submitted supporting documents to satisfy criteria required by manufacturer or distributor.
- Processed claim paperwork and followed up on missing information to complete processing.
- Reconciled monies due, followed up on outstanding claims and worked with accounting department to obtain payments.
- Analyzed problems, identified trends and developed strategies to optimize claims process.

City Of Santa Monica Big Blue Bus - Administrative Intern  
City, STATE • 03/2018 - 05/2019

- Entered data for [Job title] daily and updated customer accounts with accuracy.
- Delivered top-notch administrative support to office staff, promoting excellence in office operations.
- Created and updated physical records and digital files to maintain current, accurate and compliant documentation.
- Answered incoming phone calls pleasantly directed calls to appropriate personnel.
- Offered office-wide software support and training, troubleshooting issues and optimizing usage.
- Sorted mail and dispersed to correct departments and employees.
- Set up meetings and conference calls using [Software] for [Type] department.
- Supported [Type] department with such tasks as [Task] and [Task].
- Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance.
- Compiled [Type] reports for program leaders.
- Transcribed and organized information to assist in preparing speeches and presentations.
- Updated tracking spreadsheets with latest [Type] and [Type] information.
- Served as point of contact for internal and external customers seeking support and information.
- Maintained physical condition of facilities, applying available resources and personnel to achieve safe, clean and functional environment.
- Communicated with general managers and facility teams regarding upcoming repairs and projects.
- Assisted with meetings and conference room reservations as needed.
- Assisted Facilities Manager in project implementation, materials procurement, contract preparation and scheduling.

## Accomplishments

- Collaborated with team of [Number] in the development of [Project name].