

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Veteran [Job Title] with top-level skills in [Skill] and [Skill]. Likeable personality and customer-focused background coupled with expertise in [Area of expertise]. Ready to tackle new challenges and build success with exciting organization. Ambitious Managing Director with excellent [Skill] and [Skill] skills. Highly effective at promoting positive relationships and building capable teams. Track record of improving overall operations, reducing overhead and increasing corporate value. [Job Title] with over [Number] years of successful experience in [Skill] and [Skill]. Recognized consistently for performance excellence and contributions to success in [Industry] industry. Strengths in [Skill] and [Skill] backed by training in [Area of study]. 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].

SKILLS

- Performance assessment
- Policy Development and Enforcement
- Training Management
- Administrative Management
- Goal Setting
- Decision Making
- Business Leadership
- Team Leadership
- Originality and Creativity
- Intelligence
- Initiative and Energy
- Integrity

WORK HISTORY

- 04/2019 to Current **Senior Military Science Instructor**
Lonza, Inc. – Greenwood, SC
- Incorporated instructional technologies in course delivery for both in-class and online instruction.
 - Created positive and safe learning environment for students by setting and enforcing classroom code of conduct.
 - Impartially evaluated papers, projects and homework assignments of students, delegating grading to teaching assistants when appropriate.
 - Met with students to dispense study and career advice and provide guidance and potential opportunities within chosen field.
 - Created excitement and enthusiasm in classroom by delivering engaging subject matter.
 - Built strong rapport with students through class discussions and academic advisement.
 - Led and prepared lectures for [Area of study] classes.
- 08/2016 to 04/2019 **Director of Operations**
Amazon.Com, Inc. – Pflugerville, TX
- Defined, implemented and revised operational policies and guidelines.
 - Oversaw day-to-day production activities in accordance with business objectives.
 - Assessed performance management structures and implemented enhancements to improve frameworks and strengthen results.
 - Managed procurement, inventory and warehouse operations.
 - Worked collaboratively with functional leaders to implement new procedures and corrective actions to improve quality.
 - Achieved team goals through formalized training plans, coaching and performance management.
 - Upheld great standards of leadership for employees, consistently leading by example for best-in-class [Type] work.
 - Supported top-level decision-making and strategy planning, forging productive relationships with top leaders and serving as key advocate for various personnel issues.
 - Managed daily operations of [Type] organization, orchestrating forward-thinking strategies to accomplish profit and expansion goals.
 - Tracked employee attendance and punctuality, addressing repeat problems quickly to prevent long-term habits.
 - Cultivated and strengthened lasting client relationships using [Skill] and [Skill].
 - Trained and guided team members to maintain high productivity and performance metrics.
 - Delivered leadership to executive team dedicated to driving ambitious targets with well-orchestrated plans.
- 01/2014 to 08/2016 **Program Facilitator**
Amazon.Com, Inc. – Tracy, CA
- Facilitated dialogue between participants, family and program workers to provide best possible program and individualized program.
 - Collected data on program effectiveness through surveying, data analysis and other methods and implemented solutions for improvement.
 - Gathered and organized printed materials required for program participation.
 - Organized and managed program development from conception through successful execution.
 - Provided leadership for [Number] program workers and [Number] attendees, guiding day-to-day activities and facilitating [Type] environment.
 - Supervised [Number] of professional and administrative personnel.
 - Pitched and built new programming strategies and one-off feature shows to boost audience interests and diversify offerings.
 - Provided ongoing direction and leadership for program operations.
- 01/2011 to 01/2014 **Senior Operations Manager**
US Army – City, STATE
- Procured contracting arrangements with sub-contractors and service providers.
 - Promoted use of multichannel communication strategies, automated chat and social messaging.
 - Allocated resources to planned programs according to business objectives.
 - Oversaw workforce management planning, volume predictions and capacity planning.
 - Provided leadership for continual management and employee training initiatives.
 - Prepared documents for internal and external audits.
 - Strategically managed resources, milestones and budgets, saving \$[Amount] in expenses per [Timeframe].
 - Reduced operational risks while organizing data to forecast performance trends.
 - Recruited, hired and trained initial personnel, working to establish key internal functions and outline scope of positions for new organization.
 - Managed [Number] team members across [Number] departments, resulting in approximate \$[Number] increase in annual revenue.
 - Observed each employee's individual strengths and initiated mentoring program to improve areas of weakness.
 - Eased team transitions and new employee orientation through effective training and development.
 - Directed management meetings to enhance collaboration and maintain culture based on trust and group problem-solving.
 - Tracked employee attendance and punctuality, addressing repeat problems quickly to prevent long-term habits.

EDUCATION

- 2021 **Master of Arts: Organizational Leadership**
Western Kentucky University - Bowling Green, KY

- 2020 **Bachelor of Science: Organizational Leadership**
Western Kentucky University - Bowling Green, KY

ACCOMPLISHMENTS

Recipient of the prestigious Sergeant Audie Murphy Award for Leadership.

Graduate of the Master Educator Course.

Graduate of the Faculty Development Course.