

Jessica Claire

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SUMMARY

Compassionate and patient teaching professional delivering exemplary support and assistance to teachers and students. Displays exceptional proficiency in English; especially spelling and grammar. Highly Creative and motivated individual who inspires and encourages others. Helps to facilitate positive educational environments in all learning aspects. Multitasker with focus. Expertise in Arts, English, and Sciences. Attentive to student needs in and out of classroom. Considered respectful, hardworking and well-versed in special needs student support. Committed Teaching Assistant offering 25 years of experience in early childhood to adult education. Successful in quickly building rapport with students and helping teachers plan and implement educational and recreational activities.

SKILLS

- Behavior modeling
- Setting up activities
- First Aid/CPR/AED
- Teaching, tutoring and counseling
- Motivating students
- Positive atmosphere promotion
- Excellent classroom management
- Calm under pressure; great student rapport
- Active participation in Musical Theater, Murals, and Community
- Group and individual instruction

EXPERIENCE

SPECIAL EDUCATION TEACHER ASSISTANT 01/2000 to 04/2020

The May Institute Inc | Fayetteville, NC

- Assisted teachers with lesson preparation and curriculum implementation.
- Promoted student learning by providing individualized and small group support to reinforce classroom topics.
- Arranged and led activities for students, including Math; Science; Art; Art History; Ancient, Modern, and World History and Science.
- Drove social, emotional, intellectual, and physical development through age-appropriate enrichment activities.
- Cleaned and organized classrooms, materials and supplies to support maximum efficiency.
- Modeled and taught basic and advanced social skills, conflict management techniques and study approaches to students.
- Prepared bulletin boards, classroom materials and individual student portfolios to support teacher plans.
- Organized and distributed homework, textbooks, classroom supplies and other learning materials.
- Tutored after school, and supported students individually and in groups of up to 15 by reteaching and reviewing lesson concepts.
- Assisted teachers with instruction and provided clerical support for diverse needs.
- Contributed to positive, educational setting by delivering gentle discipline and promoting student success.
- Attended in-services, workshops and seminars.
- Took attendance, graded assignments, and maintained routine student records.
- Collaborated with teacher to devise and implement developmentally appropriate lessons aligning with school's philosophy and mission.
- Assisted in development screenings to measure students' motor, language, and emotional skills.

CALL CENTER CUSTOMER SERVICE REPRESENTATIVE 04/1996 to 08/1999

Curo Health Services | Carson City, NV

- Met or exceeded call speed, accuracy and volume benchmarks on consistent basis.
- Adhered to spelling, grammar and punctuation.
- Improved customer satisfaction by finding creative solutions to problems.
- Recognized by management for providing exceptional customer service.
- Pursued opportunities to advance client relations skills and further enhance customer satisfaction in every interaction.
- Boosted productivity by maintaining strong call control and quickly working through scripts to address diverse problems.
- Handled escalated customer service concerns.
- Strengthened team performance and productivity by training and inspiring team members.
- Aided senior leadership during executive decision-making processes and generated daily reports to recommend corrective actions and improvements.
- Provided top quality control and eliminated downtime to maximize revenue.

ACTIVITIES DIRECTOR 12/1994 to 03/1996

Sunrise Senior Living | Silver Spring, MD

- Maintained records of activities and analyzed feedback from participants.
- Consulted with staff, volunteers, and other professionals to discuss activities.
- Gathered, prepared, operated and maintained all equipment and supplies necessary for planned activities.
- Created and led training workshops for volunteers.
- Planned, organized, facilitated and promoted diverse recreational programs.
- Coordinated daily schedule of activities.
- Developed events and programs in consideration of needs, abilities and interests of participants.
- Engaged adult residents in arts and crafts, singing, recreational activities, games and field trips while maintaining safe and enjoyable environment.
- Created and oversaw activity and planning calendars.
- Coordinated and arranged decorations, equipment and food service to facilitate various entertaining activities.
- Promoted monthly events and activities to increase participation and improve quality of life.

HEAD TEACHER: ART & RECREATIONS 07/1993 to 02/1996

Valley Village Developmental Center | City, STATE

- Controlled classroom environments with clearly outlined rules and positive reinforcement techniques.
- Taught clients foundational skills.
- Organized and led activities to promote physical, mental and social development.
- Implemented hands-on strategies such as games and crafts for experiential learning.
- Enhanced sensory abilities through art, music, and pet therapy.
- Maintained daily records of individual activities, behaviors, meals and rest.
- Built and strengthened positive relationships with clients, staff, and care providers.
- Motivated clients to be more engaged in art and recreation through applying positive reinforcement techniques, making things pleasurable and exciting.
- Attended and participated in department staff meetings to establish individual goals and accomplishments.
- Observed clients and recorded activities, maintained daily records and created safe environments during activities, meals and recreation.
- Mentored and counseled classroom assistants.
- Created and implemented physical and developmentally-appropriate curriculum which addressed individual learning styles.

EDUCATION AND TRAINING

Bachelor Of Science | Studio Art & Advertising 1984

Florida State, Tallahassee, FL

Associate in Arts | Art and Design; Business 1982

St. Petersburg College, Saint Petersburg, FL

EXTRACURRICULAR ACTIVITIES

- **President of HOA**
- Presides over homeowner and community providing fair and equitable results.
- Collaborates with board members and management company to assist in homeowner problems and disputes.
- Leads the Board and is responsible for overseeing and handling many of its procedural duties.
- Knowledgeable about the community's CC&Rs, By-Laws, and governing documents.
- In charge of running an effective meeting; leads community and association meetings, handling such responsibilities as calling the meeting to order, announcing the agenda and ensuring adherence, maintaining attendee order and decorum, proposing questions, calling for votes and announcing the results, and recognizing others to speak on the floor.