



Jessica Claire

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SKILLS

- Flight clearance processing
- Aviation operation systems
- Flight log updates
- Flight records management
- Airfield safety expertise
- Security regulations
- Conflict resolution
- Good listening skills
- Responsible
- Project Management
- Collaboration
- Data analysis
- Revenue Development
- Operational Assessments
- Forecasting and Planning
- Business Process Mapping
- Technical Writing
- Marketing research
- Consulting
- Microsoft Office Suite
- Operations management
- Sales
- Budgeting
- Strategic Development
- Business Planning
- Social Media
- Employee reviews
- Inventory management
- Relationship building
- Budget development
- Coaching and mentoring

EDUCATION

American Military University
Virginia Beach, VA • 01/2024

Bachelor of Science:
Accounting

CERTIFICATIONS

- CM - Certified Manager Certification

PROFESSIONAL SUMMARY

-Observant Aviation Operations Specialist well-educated in Aviation operations and business. Reliable and dependable with a comprehensive background in planning and coordinating personnel and equipment movements at stateside and overseas locations. Talented at advising aircrew of weather and flight data and tracking 50 daily flights.

-Creative design professional offering seven years of experience in fashion design and men apparel production. Proven history of successful collaboration with clients, brand managers and executives to deliver seasonal lines and specialized projects. Excellent ability to identify target markets and deliver on emerging trends.

-Creative and innovative Fashion Designer offering seven-year background in design and illustration. Proficient in Adobe Photoshop and Illustrator with passion for creating men fashion. excellent knowledge of textiles, production processes and consumer trends.

WORK HISTORY

Swatch Group - Aviation Operations Specialist
Chicago, IL • 01/2016 - Current

- Supported over 1,000 operations by managing professional communications, tracking data and managing records.
- Maximized efficiency by training new employees on company procedures and best practices.
- Compiled data and prepared aviation operations and aviation safety reports.
- Addressed urgent issues, including medical emergencies and flight operation obstacles, as both first responder and emergency management leader.
- Maintained flight and events logs, aircrew flying records and flight operations records of incoming and outgoing flights.
- Managed flight itinerary updates and communicated changes to appropriate air traffic control contacts to optimize movements and protect aircraft.
- Conducted departure and arrival briefings.
- Transmitted 13k flight plans and arrival reports to flight and air traffic control centers.

Beach Resort Services - Booking Agent
City, STATE • 04/2019 - 05/2020

- Maintained detailed digital and hard-copy records of room statuses.
- Collaborated with staff members to make accurate reservations.
- Met with industry connections to discuss expansion opportunities and advocated for clients well-suited for specific work.
- Met with clients to discuss goals and develop strategies for career success.
- Collaborated with out of state talent scouts to pursue leads and pitch potential representation.
- Informed clients of essential travel information, such as travel times, transportation connections, medical and visa requirements to facilitate quality service.
- Managed online booking inquiries and assisted guests and travel partners with questions throughout entire booking cycle.
- Suggested various packages and amenities to guests, helping each find perfect accommodations to fit personal needs.
- Prepared customer invoices, accepted payments and processed refund and cancellation requests.
- Answered 10k incoming phone calls and developed friendly rapport with callers while answering questions, making recommendations and leading conversations to bookings.
- Managed and closed reservation calls to increase bookings by maintaining strong knowledge of resort products, services and facilities.
- Identified issues, analyzed information and provided solutions to problems.

Steve Madden - Retail
City, STATE • 01/2018 - 01/2019

- Provided accurate information about promotions, customer programs and products, helping drive high customer retention.
- Increased sales by offering advice on purchases and promoting additional products.
- Drafted quarterly and yearly reports on company financial metrics to assess successes and account for deficiencies.
- Documented business processes and analyzed procedures to align with changing business needs.
- Met with stakeholders to establish favorable business relationships and support mutually beneficial interests.
- Approached each problem with fresh mind and analytical strategies to quickly resolve concerns.
- Greeted customers, helped locate merchandise and suggested suitable options.

ACCOMPLISHMENTS

- Supervised team of 30 staff members.
- Resolved product issue through consumer testing.
- Process Improvement - Achieved revenue objective by implementing cost-cutting measures.
- Partner Development - Effectively raised \$30,000 in sponsorship dollars for a nonprofit organization through effective networking and community involvement activities.
- Online Media Buying - Managed team of three marketing associates in all online media buying.Bought banner placement that profitably increased traffic to company website by 25%.
- Sales and Promotion - Achieved status as one of the top 10 store sales performers in the region. Assisted in planning and executing trunk-shows and in-store promotional events.