

JESSICA CLAIRE

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📍 100 Montgomery St. 10th Floor

SKILLS

- Relationship Building
- Team Collaboration
- Problem Solving
- Verbal and Written Communication
- Project Management
- Budgeting and Forecasting
- Data Visualization
- Microsoft Office
- Market Positioning

EDUCATION AND TRAINING

Louisiana State University and A&M College
Baton Rouge, LA • 12/2024

Master of Science: Environmental Science

University of Missouri - Columbia
Columbia, MO • 12/2009

Bachelor of Science: Agriculture Systems Management

SUMMARY

Results-oriented team player with expertise in relationship development & communication that drives success with others. Strong worth ethic, adaptability and a passion for sustainability and resource use efficiencies. Adept at seeking and creating synergies and quickly mastering new skills.

EXPERIENCE

Unitedhealth Group Inc. - Customer Insights & Engagement Manager

Kingsport, TN • 01/2022 - Current

Serve as Net Promoter System lead for BASF's US crop protection, seed, and seed treatment businesses while working alongside the US Crop Customer Experience (CX) manager and other key stakeholders to design, implement and lead Voice of Customer initiatives. Focus centers on improving the NPS process and closing the feedback-to-action loop while increasing the program's visibility within the business. Further duties include uncovering and sharing insights that drive changes to enhance our customers' experience and perceptions of BASF Agriculture Solutions.

BASF Agricultural Solutions - Business Representative

City, STATE • 05/2015 - 12/2021

Directly managed the sales, promotion, and stewardship of BASF Agriculture Solutions product portfolio throughout northern MO, SW IA, NE KS, and SE NE. Duties included (but were not limited to):

- *Sales Growth Management:* Increased yearly sales by ~\$13MM in first assigned sales territory and exceeded sales goals 6 out of 7 seasons. Exceeded sales budget goal by ~\$4.8MM in 2021. Received Outstanding Achievements performance category status for the 2018 season (top 10% of business representatives nationally).
- *Customer Service & Support:* Provided the highest level of customer support through frequent communication with top influencers, quickly resolving issues with product performance, and ensuring proper follow-through on customer requests.
- *New Product Launches:* Successfully launched new BASF brands in the NW Missouri market - Armezon PRO (\$1.6MM in first-year sales, 2016), Engenia (\$1.7MM in first-year sales, 2017), and Zidua PRO (\$2.47MM in first-year sales, 2017).
- *Relationship Development:* Promoted BASF by leveraging BASF resources to build long-term relationships with the customer base, including retailers & growers throughout assigned territories.

Cottonwood Ag Management - Farm Property Manager

City, STATE • 06/2012 - 09/2014

Directly managed ~ 40,000 acres of delta farmland, valued at approximately \$140MM, spread across four parishes in Louisiana. Duties included (but were not limited to):

- *Property management:* Exercised direct supervision over property staff, in addition to all 3rd party contractors working on-site. Implemented new I2P2 Safety Programs and SPCC environmental plans across company operations.
- *Passive leasing:* Set lease rate objectives, selected tenants, and negotiated lease terms. Negotiated 2013 lease rates at 8% above initial recommendations on 17,000 acres, resulting in \$1.9MM in total lease revenue and \$95k in additional YOY net income. Successfully negotiated an additional 26% increase in 2014 lease rates.
- *Financial management:* Developed budgets, strategic plans, and cash flow projections and conducted monthly financial reviews with Cottonwood Ag accounting teams.
- *Capital Expenditure & Asset Development:* Recommended improvements and drove procedural planning for CapEx projects; solicited bids and negotiated vendor contracts; and drove project completion based on predetermined goals. Oversaw a 5,000-acre irrigation development project, including field survey & design planning; precision leveling; well & underground pipe installation; and post-development fertility applications.

Crop Production Services - Operations & Inventory Manager

City, STATE • 11/2010 - 01/2012

Conducted business in multiple facets of the day-to-day operations of the CPS-Scottsburg, Indiana; Hibernia, Indiana; and Fort Morgan, Colorado locations. Duties included:

- Assisting in sales calls, scouting fields, customer deliveries, and overseeing inventory auditing and corrections at the Scottsburg, IN and Fort Morgan, CO facilities.
- Responsible for all inbound and outbound inventory, accounts payable, and health and safety compliance procedures through company ARS and ASMARK programs at Fort Morgan Facility.

ACTIVITIES & ASSOCIATIONS

- Secretary of the Board & Member, Conservation Federation of Missouri
- Member, Missouri Prairie Foundation
- Member, Ducks Unlimited
- Member, National Wild Turkey Federation
- Member, Pheasants Forever, Quail Forever