

# Jessica Claire

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## PROFESSIONAL SUMMARY

Observant Aviation Operations Specialist well-educated in customer service and flight operations. Reliable and dependable with a comprehensive background in planning and coordinating personnel and equipment movements at stateside and international locations. Talented at advising aircrew of weather and flight data and tracking daily flights. Fluent in Spanish. Natural leader, independent solutions provider, innovative & motivated, looking to find a permanent career in the airline industry.

## SKILLS

- Flight record maintenance
- Weather report interpretation
- Notice decoding and encoding
- Aircraft mission dispatch
- Flight clearance processing
- Aviation operation systems
- Flight plan development
- Security regulations
- Airfield safety expertise
- Flight log updates
- Flight records management
- Responsible
- Microsoft Office
- Training & Development
- Customer service
- Relationship-Building
- Flexible & Adaptable

## WORK HISTORY

### AVIATION OPERATIONS SPECIALIST

02/2019 to CURRENT

#### Erickson Living | Dallas, TX

- Adhered to safety procedures when managing logistics for pilot and ground crew.
- Supported operations by managing professional communications, tracking data and managing records.
- Preformed aircraft safety inspection to ensure aircraft is in good mechanical condition to proceed with flight.
- Accurately monitored and maintained flight records & submitted to US Customs and Border Protection & Mexican Immigration.
- Transmitted flight plans and arrival reports to flight and air traffic control centers.
- Managed flight itinerary updates and communicated changes to appropriate air traffic control contacts to optimize movements and protect aircraft.
- Conducted departure and arrival briefings.
- Collaborated with on-site personnel, including maintenance and air traffic control, to resolve problems and facilitate seamless operations.
- Maintained flight and events logs, aircrew flying records and flight operations records of incoming and outgoing flights.
- Trained and developed new hires to drive efficient performance by teaching and emphasizing key skills, procedures and performance optimization strategies from day one.

### AIRPORT CUSTOMER SERVICE AGENT

02/2019 to CURRENT

#### Matrix Aviation | City, STATE

- Verified identification and travel documents to efficiently board passengers for on-time departure.
- Used airline computer system to create airline tickets and boarding passes.
- Resolved customer requests, questions and complaints by analyzing individual situations and determining best use of resources.
- Provided passenger assistance at ticket counter and gate areas by issuing tickets, checking baggage and assigning seats.
- Used Go Now Software to prepare pre-departure and post-departure reports and passenger manifests.

### FRONT DESK RECEPTIONIST

01/2019 to 12/2019

#### Four Points By Sheraton | City, STATE

- Welcomed each new arrival pleasantly and confirmed reservations and identification.
- Promptly answered multi-line phone system and greeted callers enthusiastically.
- Politely welcomed arriving guests, providing room keys and information on amenities and policies.
- Confirmed relevant guest information and payment methods to prevent fraud.
- Liaised with housekeeping and maintenance staff to address requests and complaints made by guests.
- Plan and coordinate hotel policies that align with guest satisfaction.

## EDUCATION

### Associate of Arts | Business Administration

09/2018

#### Highline College, Seattle, WA

### Bachelor of Arts | Business Administration

12/2020

#### University Of Washington, Seattle, WA

- Autumn 2019 Study Abroad in Amsterdam, The Netherlands: From Sea to Shining Sea.  
It was a 4-week program where we studied and compared the policies toward sustainability and environmental issues of the ports of Seattle/Tacoma WA and the ports of Rotterdam/Amsterdam. The first couple weeks before going to The Netherlands we were able to visit the Port of Tacoma, where we learn the policies and environmental practices here in the US.  
Once we were in Europe we visited the Port of Amsterdam and were so lucky to have a couple of different conferences at the port of Rotterdam. Sustainability was the top priority, this will lead to help the environment, save large amounts of money and make them more profitable. Some of their future goals include having the whole Port run itself and to create and share a digital planning tool where you can track the cargo while the system calculates the most sustainable, faster, and cheapest route.  
The biggest difference between Tacoma and Rotterdam was significant in their delivery styles and methods. Tacoma still very behind in sustainability whereas Rotterdam is so far advanced in the sense that they already have size, bigger containers, better routes, and it is economically driven, they want to spread they are learning to other ports to make it more efficient system as a whole on a global level.
- Winter 2020 Study Abroad Internship Program in Kaifeng, The Gambia.  
The program was 15 credits total across two courses: TIAS 496: The Gambia Study Abroad Internship (10 credits)  
I was placed at The Woman Boss a female-focused organization where their main focus is to foster innovation, entrepreneurship, and leadership for women. TWB provides women entrepreneurs with an inspiring community and an experimental process that catalyzes innovative thinking and enables them to successfully scale their business.  
TIAS 340: Development and Wellness in Africa (5 credits)  
Where we studied the role played by international, national, and local institutions in health and development in The Gambia. Including Gambian history and politics, the roles and agendas of international development organizations, and the lived experience of power, politics, health, and sustainable livelihoods.  
Besides the two courses, we were taking Wolof classes twice a week so we could engage with the locals and merge with the community.