

# JESSICA CLAIRE

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## PROFESSIONAL SUMMARY

. Encouraging success coach with expertise in student development, counseling and education. Communicative and reliable professional possessing outstanding organizational and communication abilities paired with in-depth understanding of institutional policies and resources. Offering comprehensive, hands-on experience assisting students in achieving educational targets and choosing right courses and majors. Resourceful and innovative Instructional Designer with over 5 years of experience in e-learning and curriculum development for wide variety of cultural and professional backgrounds. Offering insightful analysis of content and design to create value-added learning programs that achieve desired business outcomes. Strong communication and interpersonal skills to build relationships with stakeholders and assess learning needs.

## SKILLS

- Customer service
- Interpersonal Communication
- Multitasking abilities
- Attention To Detail
- Adult Education
- Problem-Solving Skills
- Excellent Interpersonal Skills
- Creative Solutions
- Customer Relationships
- Team Player
- Oral And Written Communication
- Progress Tracking
- Reading
- Evaluation
- Online Learning

## EDUCATION

University Of Phoenix  
Tempe, AZ • 03/2021

*Bachelors:* Business Management

University of Phoenix  
Tempe, AZ • 09/2020

*Certificate:* Human Resources Management

## CERTIFICATIONS

Substitute Teacher certification  
03/2021- current

## WORK HISTORY

### Charter Schools Usa - Special Education Specialist

Tampa, FL • 10/2019 - Current

- Modified general education curriculum for special-needs students using various instructional techniques and technologies.
- Consulted with students to advise on topic selection, appropriateness and academic value.
- Guided students in thesis proposal creation, encouraging clear definition of problem statement, precise research questions, proposed procedures and practices and literature review.
- Provided comprehensive support services encompassing career and personal goals of student.
- Advised students individually and in groups on academic programs for individual interests.
- Encourage and support students as they work to develop skills and knowledge for academic success.
- Provide a trusted environment where students can share their thoughts, aspirations, concerns and interests.
- Assisted struggling students to maintain progress levels by designing individualized lesson plans focused on areas for improvement.
- Designed and implemented point system to encourage positive behavior.

### Caliber Schools - Eligibility Customer Representative

Richmond, CA • 02/2016 - 09/2019

- Reviewed applications for different aid programs and determined which qualification criteria for individuals.
- Managed processing of all benefits applications, including those for financial assistance and food stamps.
- Interviewed applicants and explained scope of different available benefits.
- Followed guidelines when reviewing applicant data to determine eligibility for economic assistance.
- Educated patients on eligibility and affordability options by offering insightful information.
- Processing and data entry
- Scheduled appointments with applicants to gather information and explain benefits processes.
- Developed extensive fact-checking and research skills as result of continuously reviewing different programs and options.
- Assisted 50 customers daily by answering questions, responding to inquiries and handling telephone requests.
- Communicated with people from various cultures and backgrounds on application process.

### Everest College - Education Specialist

City, STATE • 01/2012 - 07/2015

- Advised students on crucial academic decisions by discussing and identifying interests and strengths.
- Effectively access and perform assigned duties using the Student Information System, Learning Management System and relevant databases.
- Leveraged knowledge of budget and educational designs to facilitate development of cost-effective educational programs.
- Reviewed teacher performance and suggested improvements.
- Restructured day-to-day schedules based on modern knowledge of student performance.
- Worked with 60 students to support educational success, learning and achievement.
- Identified methods and tools to promote student success in project-based learning.

### Valley College - Student Worker/Teacher Assistant

City, STATE • 06/2011 - 08/2013

- Completed and filed all necessary paperwork for classroom activities, including meal count sheets and attendance logs.
- Educated students in a group of 10 for foundational concepts such as shapes, numbers and letters.
- Worked with teaching staff to evaluate individual progress and recommend appropriate learning plans.
- Monitored students' academic, social and emotional progress and recorded in individual files.
- Identified signs of emotional and developmental problems in children and reported to parents.
- Nurtured supportive learning environment, often used as model for other classrooms.
- Oversaw students in classroom and common areas to monitor, enforce rules and support lead teacher.
- Partnered with teacher to plan and implement lessons following school's curriculum, goals, objectives and philosophies.