

JESSICA CLAIRE

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☎ (555) 432-1000

📍 Montgomery Street, San
Francisco, CA 94105

SKILLS

- Recruiting and Hiring
- Operations
- Business development and planning
- Relationship building and management
- Complex Compliance Inspections
- Witnesses Interviewing
- Budget Reporting
- Alternative Dispute Grievance Resolution
- Programmatic Analysis
- Investigation Analysis
- Research reporting
- Employee surveying
- Employee training
- Federal laws knowledge
- Claims review
- Negotiation
- Strategic Planning
- Business administration
- Staff Management
- Teamwork
- Customer Service
- Conflict resolution
- Troubleshooting
- Computer skills
- Compassion
- Planning and Coordination
- Verbal and written communication
- Good listening skills
- Adaptability
- Training & Development
- Project Management
- MS Office
- Performance Appraisals

EDUCATION

University Of Management And
Technology
Arlington, VA • 11/2014

MBA: Project Management
• Graduated with 3.36

Sullivan University
Louisville, KY • 03/2008

Bachelor of Science: Business
Administration
• Majored in Marketing

CERTIFICATIONS

Government Mediator
American Board of Optician
Transition Lens Specialist

PROFESSIONAL SUMMARY

Experienced Senior Executive with twenty-four years of experience supervising and leading personnel to perform in multiple complex environments. Unique blend of managerial and direct experience Acquired leading diverse teams under a range of adverse condition. Highly trained in all aspect of management, including purchasing, budgeting, process improvement, risk management, cost control and property accountability.

Proficient in using independent decision-making skills and sound judgment to positively impact company success. Dedicated to applying training, monitoring and morale-building abilities to enhance employee engagement and boost performance.

WORK HISTORY

Brookfield Properties - Retail - HOSPITAL EDUCATION and TRAINING DEPARTMENT MANAGER
Arlington, VA • 03/2018 - Current

- **Operations** Coordinate ongoing technical training and personal development classes for 6500 staff members.
- **Provides leadership** Directly supervises five section supervisors, evaluate supervisors annually, provides guidance and career development concerning performance , Curriculum , and Training Standards.
- **Productivity and Expertise-** Implemented the first ever virtual didactic and clinical platform during COVID-19; directly prevented six-month delay Hospital Education and Training program
- **Hospital Corpsman Skills Basic Readiness-** maintained a 98% pass rate over 21 classes while being short staff for 12 months practice and risk level.
- **Joint Commission Training-** Coordinated Joint Commission Training for 12 directorates; resulted in compliance of 6500 staff members.

City Of Jacksonville, FL - Operations Manager
Jacksonville, FL • 01/2017 - 03/2018

- **Unified Medical Planning Conference-** Planned, Coordinated and Organized support for Unified Medical Planning conference; coordinate lodging, transportation, communication, security and logistics for visibility North Atlantic Treaty Organization (NATO) Unified Medical Planning Conference consisting of forty participants from United States Army Europe Office of the Surgeon General, NATO Multi National Corps North East, and National Senior Medical Leaders.
- **Critical Command Information Report-** Created a process map that proved useful in understanding CCIRs; resulted in 98% decrease in errors. Decrease time due to elimination of repetitive tasks .
- **Operations** Established long-range training objectives and provided guidance and assessed organizations readiness for four subordinate organizations located within six European Countries.

3rd Armored Brigade Combat Team, 1st Cavalry Div - Equal Opportunity Manager
City, STATE • 07/2014 - 01/2017

- **Command Climate Surveys** - processed and analyzed over 200 command climate surveys; giving the Organization executive leadership problem areas to focus.
- **Training Compliance-** Performed duties as Equal Opportunity Leader instructor for the 1st Cavalry Division; trained over 150 new Equal Opportunity Leaders within two-year assignment. Brigade maintained 90% or better in all positions.
- **Planning** Planned and conducted ethnic observances;
- **Gather Data and Analyze Data** tracked and provided Department of the Army Equal Opportunity database input; prepared, analyses and submits Quarterly Narrative and Statistical Reports to upper management.

UNITED STATES MEDICAL COMMAND - SENIOR OPTICAL FABRICATION MANAGERS
City, STATE • 07/2011 - 07/2014

- **Phasing out 35year old eyewear frame** - Planned, executed and coordinated the logistic to phase out 35-year-old eyewear frame; improve quality of life for Soldiers, Sailors, Marines, Airmen, and retirees.
- **Kawai Humanitarian Mission-** supported humanitarian mission with supplies and personnel; Fabricated 3700 spectacles for the local population.
- **Personnel and Human Resources Management** Provided career management for 130 Soldiers in Military Occupation Specialty 68H (Optical Fabrication Specialists) and over 70 civilians.
- **Management** Provided oversight for 10 optical fabrication laboratories throughout the Department of Defense overseas and Continental United States.
- **Logistics** Responsible for the production and workload distribution of spectacle and optical fabrication equipment valued at \$13M.