

# JESSICA CLAIRE

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## LINKEDIN

- <http://linkedin.com/in/Jessica-Claire-ab454a1b6Lin>

## PROFILE

Aspiring leader with a passion for promoting patient experience and improving healthcare. Detail oriented professional with strengths in critical thinking and interpersonal communication. Adept at managing concurrent objectives to promote efficiency and influence positive outcomes, in hopes to improve the human condition. 2022-2023 member of the American College of Healthcare Executives of North Texas.

## SKILLS

- Process Improvement Recommendations
- Employee Mentoring
- Manage Hiring Process
- Effective Remote Team Member
- Develop and Lead Training Programs
- Interprofessional Education and Communication skills
- Leading Self Training
- Data Analysis
- Knowledge of Healthcare Trends and Metrics
- Project and Program Coordination

## AFFILIATIONS

Student Associate: American College of Healthcare Executives (ACHE); ACHE of North Texas

## PROFESSIONAL EXPERIENCE

06/2022 to 11/2022 **Patient Experience Education Specialist**

**Francis Howell School District** – Saint Charles, MO

- Utilized oral communication and facilitating skills to consistently and effectively conduct 40+ trainings for 2,000+ employees on Service Excellence tools and strategies to improve patient experience
- Demonstrated written communication skills and mastery of curriculum to update Service Excellence PowerPoint presentations on current healthcare trends and initiatives for 10,000 employees
- Analyzed data to pull/ evaluate reports for attendance tracking and strategic evaluation through Qualtrics, Education Center, and Excel
- Applied coordination abilities to schedule weekly Zoom training sessions through Education Center and Outlook
- Consistently tracked attendance to aid 2,000+ employees in the completion of training programs
- Developed interview survey through Qualtrics to serve as evaluation tool to aid in the hiring process
- Demonstrated leadership skills to conduct interview for potential new hire
- Initiated strategic planning to train, manage, and provide guidance for Patient Experience mentee, weekly
- Created comprehensive and interactive dashboard through Power BI on Service Excellence metrics.

06/2021 to 03/2022 **Administrative Intern**

**Bayer Inc.** – West Fargo, ND

- Demonstrated critical thinking skills and strategic planning to develop a Tiered Readiness Briefing training program, modeling the process of reporting, tracking, and escalating safety issues
- Utilized organizational and analytical skills to pull, translate, and send reformatted Press Ganey reports and comprehensive summaries to all departments throughout the organization, monthly
- Leveraged technical skills to lead the producer role for Service Excellence and Front Door trainings through Zoom to instill patient experience best practices for 3,000+ employees
- Contributed to diversity, equity, and inclusion (DEI) research to seek correlation between DEI and patient satisfaction to assist future implementations for patient satisfaction
- Facilitated discussions and managed minutes during Patient Family Advisory Program (PFAP) meetings
- Displayed leadership and decision-making skills by interviewing and selecting incoming interns
- Applied interpersonal communication strategies to collaborate with fellow interns across projects to allocate roles and contributions.

06/2017 to 08/2020 **Accountant**

**Bob Harris Oil Company** – City, STATE

- Displayed customer service skills by leading interactions with customers over the phone and in person to provide information sharing and resources
- Leveraged service recovery skills to de-escalate conflicts and provide problem resolutions with customers regarding payments
- Demonstrated problem solving and critical thinking skills to provide process improvement input, leading to electronic payroll conversion
- Utilized precise attention to detail by cataloging and filing customer records
- Managed and stored confidential documents, demonstrating integrity and reliability
- Used analytical skills to gather financial information, balance bank statements and prepare and process payroll information, monthly.

06/2019 to 08/2019 **Orthopedic Surgeon Assistant**

**Chisholm Trail Orthopedics** – City, STATE

- Executed time management and punctuality by seeing 30+ patients daily
- Observed handoff process between patients and medical professionals, helping to bridge the gap in communication and health literacy by utilizing patient input to provide feedback
- Leveraged communication skills to enhance patient centered care principles by actively listening and providing empathy, prompting patients to become involved in their care plan
- Managed, categorized, and stored confidential patient files.

## EDUCATION

05/2022

**Master's: Health Administration**

**The University of North Texas** - Health Science Center- Forth Worth

- **Awards and Honors:** National Honor Society Member, Upsilon Phi Delta Member
- **Extracurricular Activities:** Health Administration Student Association (HASA) Member, Public Health Student Government Association (PHSGA) Member

05/2020

**Bachelor of Science: Health Promotion And Behavioral Science**

**The University of Texas** - Austin

- **Certificate:** Pre- Health Professions
- **Awards & Honors:** National Honor Society
- **Extracurricular Activities:** Kappa Kappa Gamma (KKG), Literacy Philanthropy, B+ Philanthropy

## ADDITIONAL INFORMATION

<http://linkedin.com/in/Jessica-Claire-ab454a1b6>