

Jessica Claire

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Professional Summary

Persistent Child Support Officer looking to tackle new responsibilities and build upon skills. A positive attitude with strong analytical skills to assist child support attorneys in preparing cases for winning child support. Familiarity with the functions of family court and the legal process.

Accomplishments

- Used Microsoft Excel to develop inventory tracking spreadsheets.
- Monetary Transactions - Handled cash, check, credit and automatic debit card transactions with 100% accuracy.
- Coordinated weekly project team meetings and drafted agendas to increase meeting efficiency.

Skills

- Program Evaluation and Improvements
- Client and Family Interviews
- Critical Thinking
- Genetic Testing
- Case Documentation
- Support Services
- Child Support Orders
- Maintaining Client Records
- Explaining Policies
- Scheduling Tests
- Service Requests

Work History

Child Support Assistant / Genetic Testing Coordinator, 10/2019 - Current

G4s – Bedford Park, IL

- Monitored Case loads of up t for support order compliance and made adjustments.
- Performed 50 -100 case management tasks to enforce court-ordered child support obligations.
- Used excel and Microsoft teams to manage and update electronic case files.
- Executed collection calls and written or in-person interactions to solicit child support payments on overdue accounts.
- Located parents for gaining child support and prepared records of payments.
- Explained policies, procedures and instructions to parents.
- Interviewed involved parties to confirm facts, verify data and locate persons and financial assets.
- Calculated child support obligations and debts.
- Processed legal documents such as summons, bench warrants, wage attachments and liens to prepare materials for trials.
- Researched legal, financial and other records to obtain data needed to secure and enforce child support cases.
- Calculated child support obligations and debts to initiate collection actions.
- Worked in collaboration with local, state and federal departments to obtain documentary evidence and other sensitive information.
- Evaluated income and expense data of non-custodial parents to determine support capability.
- Provided genetic testing to determine paternity needs.

Emergency Responder, 06/2020 - 11/2020

Danaher – Peoria, IL

- Assessed and reported patients' responses to initiated treatment.
- Assisted with mobilization, ambulation and transport of patients.
- Used medical equipment and comprehended severity of injury.
- Monitored patient condition and communicated findings to Operation Chief.
- Determined emergency situation and developed plan of action.
- Learned new techniques to better serve patients' needs.
- Kept up with continuing education requirements to maintain certification.
- Followed decontamination and mandatory reporting procedures when dealing with infectious individuals.

Team Lead, 02/2019 - 10/2019

Panjiva – Virtual, MI

- Coached team members in techniques necessary to complete job tasks.
- Trained new team members by relaying information on company procedures and safety requirements.
- Worked different stations to provide optimal coverage and meet production goals.
- Evaluated employee skills and knowledge regularly, training and mentoring individuals with lagging skills.
- Established open and professional relationships with team members to achieve quick resolutions for various issues.
- Mentored newly hired employees on operating equipment and safety and developed training manual to use for reference.
- Took on additional job duties during unexpected backlog, resulting in meeting project target date.
- Continuously checked products for quality assurance according to strict guidelines.
- Participated in cross-functional team-building activities.
- Instructed junior team members on protocols and procedures of each station to maximize contributions.
- Prepared detailed reports on updates to project specifications, progress, identified conflicts and team activities.
- Operated material moving equipment to move heavy loads and maintain production levels.

Student Worker, 01/2019 - 05/2019

Chaffey College Prison Education Program – City, STATE

- Took and followed detailed directions from others.
- Worked in team environment to maintain high levels of productivity.
- Answered phone calls and routed callers to appropriate personnel.
- Maintained excellent customer service and positive attitude towards guest, customers and fellow teammates.
- Completed clerical tasks such as filing, copying and distributing mail.
- Helped with administrative support by managing incoming calls, coordinating files and sorting mail.
- Managed supplies, processed new orders and maintained inventory organization for team.
- Collected information for staff and entered into computer system.
- Completed research, compiled data, updated spreadsheets and produced timely reports.
- Produced high-quality documents, spreadsheets and presentations for internal and customer-facing needs.
- Volunteered with groups and organizations to help make measurable differences for program recipients.

Education

Associate of Arts: Arts And Humanities , 05/2017

Chaffey College - Rancho Cucamonga, CA

Government

- 3.5 GPA

Associate of Arts: Social and Behavioral Science, 05/2016

Chaffey College - Rancho Cucamonga, CA

- 3.5 GPA

Associate of Arts: Criminal Justice, 05/2015

Chaffey College - Rancho Cucamonga, CA

- 3.5 GPA

Associate of Arts: Communications, 05/2015

Chaffey College - Rancho Cucamonga, CA

- 3.5 GPA