

# Jessica Claire

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## SUMMARY

Accomplished Marketing Specialist skilled in achieving operational efficiency and increasing revenue in the financial services, health care and manufacturing industries. Business process improvement, data analysis and IT asset management expert. Skilled marketing professional focused on exceeding revenue goals, driving high-volume new user acquisition and growing subscription-based businesses. Versed in all aspects of marketing campaigns from concept development to execution and launch.

## HIGHLIGHTS

Microsoft Office Tools - MS Office - Word, Excel, PowerPoint, Microsoft Project. Microsoft SQL Server, SQL management Studio (SSMS), Integration (SSIS), Sequel Server Reporting (SSRS). SQL Server Data Tools (SSDT)/ Visual Studio, Business Intelligent, Microsoft Office Tools, Report Builder.

- Excellent written and verbal communicator
- Customer service-oriented
- Deadline-driven

## ACCOMPLISHMENTS

Hired, trained and managed a team of 21 successful lower cadre staffs.  
Drove revenue generation to record-breaking levels by creating new new approach and strategies.  
Increased customer satisfaction 45% by revamping service protocols.

## EXPERIENCE

- 04/2015 to Current    **Database Analyst**  
**Ameriprise Financial** – Detroit, MI
- Involved in the designing, developing and optimizing the database.
  - Designed table schemes, relation and permissions to ensure database integrity Wrote SQL queries to determine information and generate reports.
  - Creating Subqueries, quickly and efficiently.
  - Maintained the data integrity during extraction, transformations and loading process.
  - Creating packages (DTS) and running jobs using Visual Studio (SSDT) and management studio (SSIS) , developed and supported ETL (Extraction, Transformation and Loading components, which were used to move large amounts of data from source data ( Source: Excel, SQL Server, MS Word, Flat/CSV files etc.) Into an optimized operational databases, DataMart, data warehouse or into Excel, Flat/CSV file.
  - Created new tables, views and indexes Experience writing DDL and DML statements with multiple table joins and unions.
  - Created scheduled jobs for nightly backup of the database (SQL Server Agent) Use creative techniques to compare data with conflicting data types and resolve issues.
  - Contribute to project team efforts to ensure operational support requirements are implemented.
  - Responsible for generating reports, optimizing the database for the queries to run faster.
  - Proven ability to work independently and in small teams; handle multiple tasks simultaneously and adapt quickly to changes.
  - Generate Reports from different data source (SSRS).
- 01/2014 to 04/2015    **Assistant Manager CUSTOMER SERVICE MANAGER**  
**Air Products And Chemicals** – TX
- Successfully managed the activities of [number] team members in multiple locations. Addressed negative customer feedback immediately. Maintained standard by verifying applicants' eligibility for licenses; administering and grading written examinations on traffic laws.
  - Contributed to safety of lives and property by administering high level road tests to rate applicants' driving ability; and processing reinstatement transactions.
  - Maintained 95% or better customer service flow using a lobby management system to ensure that customers are served in a timely and efficient manner.
  - Motivated and guided employee performance, participates in employee discipline, and provides input into formal performance planning and evaluation.
  - Achieved excellent operation and maintenance of a Customer Service Center (CSC), served as an assistant supervisor in a high volume center.
- 01/2010 to 2014    **Social Media Coordinator**  
**Almo Corporation** – Saint Charles, MO
- Published related content via top social media channels and Oversee company website for updates and increase community participation in content.
  - Monitored conversation on social media properties Assisted editors and marketing managers to make the most of social media ROI Managed online contests and giveaways Identify opportunities on different social media sites like Twitter and Facebook Develop and manage relationships with different vendors Manage publishing at Twitter handle Consistently engage in two way dialogue with the community Measure success of activities and compile reports Foster relationships with bloggers and other related marketing teams.
- 11/2009 to 2011    **Logistics Specialist**  
**Federal Mogul** – City, STATE
- Supported and managed Sales/Account Managers' Staff Handled Inputs and updates of new hire information; Assisted new staff in the hiring process and completion of required forms.
  - Handled distribution of letters of agreement for staffs.
  - Monitored system for best sales performance Collaborated with National Account Executive to develop and implement Talent Management and Retention Programs Generated reports to track monthly sales goals for staff sales bonus Prepared memos and other correspondence and completed data analysis (reports) via Microsoft Excel.

## EDUCATION

**Bachelor of Science: Technical Management Human Resource**  
**DeVry University** - Chicago, IL

2002    **Bachelor of Science: Marketing**  
**The Polytechnic** - Kebbi  
Marketing

**Business Administration and Management**  
**Plateau State Polytechnic** - Jos, Plateau  
Business Administration and Management

## SKILLS

Agile, backup, Brand strategy, Competitive analysis, content, Customer Service, DATABASE ANALYSIS, data analysis, DTS, data warehouse, databases, database, designing, DML, driving, ETL, forms, hiring, letters, marketing, Microsoft Excel, Excel, Microsoft Office, MS Office, PowerPoint, Microsoft Project, Word, MS Word, Performance analysis, Product marketing, Quality control, Real-time, Reporting, safety, Sales, Microsoft SQL Server, SQL, SQL Server, supervisor, tables, Visual Studio, website, Excellent Communicator(Spoken and Written).