

Jessica Claire

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PROFESSIONAL SUMMARY

Experienced manager with excellent client and project management skills. Action-oriented with strong ability to communicate effectively with technology, executive, and business audiences. Analyst with extensive experience in Microsoft Office . Proficiencies include Microsoft Word and Microsoft Outlook. Can effectively multitask in challenging situations and meet critical deadlines. I'm self-motivated, I work well independently and need little supervision.

CORE QUALIFICATIONS

- Excellent comprehension and retention skills
- Can work with short deadlines and under pressure
- Offering a fresh perspective on Customer service needs.
- Computer and technical literacy
- Strong organization skills, the ability to plan ahead and always do a thorough job.
- Articulate and persuasive to present my ideas to the public
- Expert in Creative Problem solving
- Education and Professional Placement
- Customer needs Assessment
- Experience with appointment scheduling
- Contract negotiation/review/drafting
- Change management
- Advertising
- Business Development
- Marketing
- Multi-Task Management
- Project Management
- Sales
- Statement Billings
- Weekly Payroll

EXPERIENCE

SALES 01/2016 to 03/2016

Advance Auto Parts | Lancaster, PA,
Sales of firearms and accessories. Developed tool to track and monitor personal sales opportunities, deals in progress and finished contracts. Responsible for implementing all business-building and relationship-building expectations with uniquely assigned accounts and customers. Took daily inbound calls and key-entered orders, faxes, backorders and credit memos for assigned accounts and clients. Consistently met and exceeded department expectations for productivity and accuracy levels. Developed promotional programs to optimize revenue levels.

CO-OWNER/MANAGER 01/2008 to 2016

State Of Montana | Terry, MT,

- Palace Pet Grooming - 40359 Hwy 41 ste #4 Oakhurst Ca.
- 93644.

I Defined strategies and business plans for Palace Pet Grooming. Directed strategic initiatives to achieve a strong business plan that launched an inspired Husband and wife's dream, that created a business model which is still thriving to this day.

- Created sales strategies to promote advertising offerings and motivate larger deals.
- Completed strategic competitive analysis by assessing strengths and weaknesses of competitors.
- Worked effectively in a heavily cross-functional, fast paced environment.
- Developed innovative product solutions grounded in clear understanding of customer needs.
- Spearheaded the creation of blogs and social media content.
- Produced engaging online marketing campaigns.
- Led concept development and organized sales and operations resources.

CORRECTIONAL OFFICER 01/2003 to 10/2009

California Department Of Corrections And Rehabilitation | City, STATE,

- Maintain security within the institution and oversee the health and safety of staff and prisoners.
- Patrol and inspect units, yards, buildings, prisoners, prisoner property and clothing, etc, to ensure the welfare, safety and security.
- Maintain surveillance of grounds by foot and from vehicle.
- Perform inspections and searches of premises and cells, checking for contraband and compliance with regulations.
- Conduct searches of prisoners and visitors.
- Observe prisoners directly and indirectly through visual, audio and video monitoring, to ensure the physical safety of prisoners, staff and the public.

- Monitor radio transmissions between staff in order to respond immediately to calls for security support as needed.
- Provide escort and security for visitors.
- Comply with and enforce security procedures for equipment and supplies.
- Operate control room, monitor gates, cameras, alarms, and video terminals.
- Enforce institutional rules and Standard Operation Procedures (SOP).
- Initiate segregation or disciplinary procedures, and perform enforcement activities in compliance with Department Policies.
- Explain rules and procedures of the facility to (individual/group) prisoners so they understand the expectations and consequences.
- Supervise prisoners to maintain general order in daily activities, work assignments and programming.
- Monitor inmate phones, mail , etc.
- Apply the appropriate level of force in accordance with policies, ranging from verbal warnings and physical presence through the use of soft and.
- hard restraints and in extreme cases deadly force.
- Maintain order and discipline in dormitories, shops, work details, and recreational activities; report infractions of rules, handle unruly and violent prisoners using minimum necessary force.
- Perform head counts of prisoners and confirm each inmate's identity when conducting a facility count.
- Compile data for necessary written incident and other required.
- reports.
- Stabilize and provide backup in emergency situations for the protection of the public, staff and prisoners in situations such as aggressive behavior, fights, riots or other disruptive behavior, escape attempts, fires, accidents and medical emergencies.

EDUCATION

High School Diploma | General Studies Automotive Technology 1991

Yosemite High, Oakhurst, Ca

GPA:

General Studies Automotive Technology

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Universal Technical Institute, Phoenix, AZ.

GPA:

PROFESSIONAL AFFILIATIONS

1993-2007-In past experience I have had 10 years of combined skill as a commercial truck driver, with everything from local route work as a sanitation engineer, to construction material delivery, to long haul OTR driver.Â

1994-2004-As well as the above listed, I have had ten years as a Paid Call Firefighter (PCF) for Madera County.Â In this function one of the many things I learned was the duties of radio dispatch protocol.Â

ACCOMPLISHMENTS

Was instrumental in instituting a new scheduling practice that streamlined our booking process.Â Results of the new scheduling procedure increased our booking appointments from only booking 1 month out, to booking every 4 to 6 weeks for up to 1 to 2 years out. Â I developed a new advanced payment option, where the clients can pre-pay onto a debit style card. They can choose the set amount of funds. With this option they get a percentage discount taken off for booking the year. With these cards they can reload anytime, and with this creative plan it drastically increased the predictability of the income variables. Â Â

SKILLS

- Event Management and Promotion
- Leader
- Strong Negotiation Skills
- Team Building and Team Leadership