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# JESSICA CLAIRE

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## SUMMARY

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Pursuing a position as a Client Support Specialist II, along with the opportunity to achieve and maintain the highest level of customer service, data compilation, and team excellence.

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## HIGHLIGHTS

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- Staff training and development
- New employee orientations
- Microsoft Office Suite expert
- Attention to detail
- Maintains confidentiality
- People-oriented
- Organized
- Exceptional communicator
- Secret Security Clearance (Clearable)

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## ACCOMPLISHMENTS

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Awarded with good conduct medal for excellent military service  
Awarded (2) Army Achievement Medals.

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## EXPERIENCE

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**Aviation Operation Specialist**, 01/2014 - 02/2015

**Connections Academy** ♦ Indianapolis Or Home-Based, IN,

- Compiled, managed, and maintained sensitive flight data for more than 60 aviators ensuring all flight departures and arrivals were successful and all aviator flight information was accurately and consistently logged for daily and weekly flight reports.
- Safeguarded, analyzed and maintained up-to-date aviator flight hours and personnel individual flight records utilizing Centralized Aviation Flight Records (CAFRS) information operating systems for more than 60 aviators identifying and correcting deficiencies by 20%.
- Presented excellent communication skills through secured radios identifying all aviators medical status, their aircraft information and location in cases of precautionary landings due to aircraft deficiencies, weather or accidents, in order to inform the appropriate channels with a increased response and personnel and aircraft recovery time.
- Monitored secured radios in order to assist the aviators with their take off and landing by contacting maintenance crews and fueling crews when needed increasing communication between all parties and rapid service.
- Managed equipment with a cost of more than 30 thousand dollars with no loss conducting constant inventory checks and following detail specific procedures when issuing and receiving specific equipment.
- Continuously organized and created systems of labeling and storing of classified documents and equipment.
- Provided excellent customer service to all aviators who had issues or concerns regarding their flight hours by searching through all previous records ensuring that all their current hours were accurate.
- Tracked all aviators and aircraft utilizing digital mapping systems.
- Assisted the control tower and base ops by communicating aviator and flight information.
- Secret security clearance.

**Defense Travel System Representative**, 01/2012 - 12/2014

**U.S. ARMY Storck** ♦ City, STATE,

- Managed over 1 million dollars of Federal funds in travel arrangements, claims and travel reimbursements for over 300 employees using Defense Travel Operating Systems (DTS) resulting in a decrease of error with excessive expenses by 10%.
- Ensured rapid travel pay reimbursement and entitlements.
- Excelled in communicating data, reports and trackers of all Federal funds utilized for personnel travel, claims and reimbursements.
- Safe guarded and destroyed all sensitive personnel information such as social security numbers, and bank accounts decreasing identity theft.
- Provided stellar customer service to more than 300 employees individually and collectively by coordinating all of their travel arrangements for career progression training and special missions within different states and countries providing them with a smooth transition.
- Maintained all accounts for over 300 employees and created trackers through excel their inbound and

outbound dates.

- Worked side by side with SATO travel agency in order to book flights and car rentals for all employees who were travelling on missions, trainings and/or emergencies.
- Created reports for all employees who were delinquent in closing out their travel vouchers Trained 5 employees on DTS policies and procedures along with federal fund allocation and entitlements.
- Secret security clearance.

**Administrative Assistant**, 07/2011 - 12/2011

**U.S. ARMY Storck** "City, STATE,

- Secret security clearance Created weekly rotational day and night flight schedules on excel assigning aviators specific dates and times for potential flights enforcing fairness while maximizing productivity.
- Filed all approved flight schedules as per the FAA Created battle rhythm books for missions and training with policies, procedures, directories, maps, schedules, all content needed as reference to complete specific missions.
- Excellent communication skills by answering phone calls and relaying messages, sending out emails and replying to emails with a fast response time.
- Prepared weekly reports of actual flight times, aviators and of aircrafts flown.

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#### EDUCATION

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**Bachelor of Arts**: Organizational Leadership,

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**University of Brandman** - Lacey, WA

GPA:

Expected graduation date of February 2017

**BBA**: Business Administration Accounting,

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**University of Puerto Rico** - Rio Piedras, Puerto Rico

GPA:

Completed 115 credit hours towards Business Administration, Accounting

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#### ADDITIONAL INFORMATION

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- Honorable Discharge

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#### SKILLS

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travel agent, flight hours keeper, trainer, excellent communication, fast learner, content, high motivation, excellent customer service, manager of DTS, digital mapping, manager of funds, inventory, excel, personnel tracker, policies enforcer and trainer, honest, high levels of integrity, efficient under high levels of stress, team leader, enjoy challenges, security clearance (clearable), travel arrangements coordinator, fully bilingual Spanish/English.