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# JESSICA CLAIRE

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## PROFESSIONAL SUMMARY

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An experienced human resource training professional with demonstrated success in developing, delivering and evaluating, corporate training programs, 2+ years of work with newly developed tools for rapid e-learning development. Special skills in online training for a variety of audiences. Recognized for alignment of training solutions with business goals, management of project and people, process improvement, needs analysis and training evaluation.

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## CORE QUALIFICATIONS

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- Microsoft Words
- Outlook
- Internet
- PowerPoint
- ADDIE MODEL
- Microsoft Office
- Adobe Photoshop
- Audacity Sound Booth
- Moodle
- AdobeCSS5
- Captivate
- Adobe Premier
- Flash
- Blackboard 9.1
- PeopleSoft

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## EXPERIENCE

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**Teacher**, 01/2013 - 01/2016

**Coxhealth** Alton, MO,

- Performed regular classroom instruction based on a departmentalized third grade curriculum.
- Maintained a classroom environment conducive to learning.
- Conducted conferences with parents Monitored and evaluated student progress Developed curriculum; prepared goals and objectives; created lesson plans.

**Instructional Designer**, 01/2009 - 01/2013

**Amazon.Com, Inc.** Reading, PA,

- Designed\ developed training programs and curriculum.
- Digital learning technology.
- ADDIE Model training specialist.
- Administration workforce morale training specialist.

**Employment, Training & Development Manager**, 01/2007 - 01/2009

**The Shyft Group, Inc.** Ephrata, PA,

- Worked in a virtual environment, created blended learning solutions that helped move Circuit City Stores to an enthusiasm for e-learning.
- Learned a complex product and created face-to-face sales training materials on this product, delivering within a very short deadline.
- Recognized for the quality of the training material.
- Designed and implemented human resource and digital training programs for 350 employees.
- Using collaborative software, designed Web-based experiences for practicing and perfecting job skills.

**Human Resource Generalist**, 2000 - 2007

**Chicago State University** Chicago, IL,

- Implement effective HR policies to ensure all practices are in compliance with labor and employment regulations..
- Administered new employee orientation training.
- Increased employee retention above 90% by rigorously maintaining a positive work environment.
- Developed user friendly application forms and questionnaires to be used by the organization during staff

recruiting and interviewing.

- Created a website with an embedded database and functionality to enable online recruitment for organization and reducing recruitment cost by 20%.
- Conducted several seminars for hospital employees to update them on employee benefits options.

**Academic Advisor**, 01/2003 - 01/2005

**Wayne Resa** – Detroit, MI,

- Operations administrator.
- Student transcript/records review.
- Dynamic knowledge base of outstanding communication skills: report/proposal writing and person-to-person.

**Fourth Grade Teacher**, 2000 - 2003

**Wayne Resa** – Detroit, MI,

- Lesson planning.
- Communication with parents, administration and colleagues.
- Student assessment.

**Fourth Grade Teacher**, 01/1998 - 01/2000

**Emory University** – Atlanta, GA,

- Lesson planning.
- Communication with parents, administration & colleagues.
- Student assessment.

**Human Resource Specialist**, 1991 - 08/2000

**Hometown Insurance** – City, STATE,

- Invited 20 motivational speakers and industry experts to give lectures and speeches to employees on new industry standards and how to build confidence and morale in the workplace.
- Updated 100+ employee records and job assignment daily.
- Conducted several seminars for insurance employees to update them on employee benefit options.
- Arbitrate labor dispute in collaboration with the legal department.

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## EDUCATION

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: Instructional Design,

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**Walden University Diploma** - Minneapolis, MN

GPA:

Instructional Design

**Master's Degree**: Education,

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**Texas A&M University** - Commerce, TX

GPA:

Education

**Master's Degree**: Training & Development,

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**Texas A&M University** - Commerce, TX

GPA:

Training & Development

**Bachelor of Science**: Liberal Arts,

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**Excelsior College** - Albany, NY

GPA:

Liberal Arts

**Bachelor of Science**: Business Management,

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**University of the Virgin Islands** - St. Croix, U.S. Virgin Islands

GPA:

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## PROFESSIONAL AFFILIATIONS

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American Society for Training and Development (ASTD) Association for Educational Communications and Technology (AECT) International Reading Association (IRA) National Academic Advising Association National Education Association (NEA)

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## SKILLS

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Adobe Photoshop, Adobe Premier, Benefits, communication skills, conferences, Curriculum Development, Flash, Human Resource, instruction, Lesson planning, lesson plans, materials, Microsoft Office, office, Outlook, PowerPoint, Microsoft Words, needs assessment, PeopleSoft, progress, proposal writing, quality, sales training, Sound, supervisor, training material, training programs