

JESSICA CLAIRE

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📍 Montgomery Street, San
Francisco, CA 94105



SUMMARY

Bilingual academic coach and human research practitioner focused on high-performance improvement leadership, educational management and team collaboration. Strong analytical thinker with a graduate degree in education with a specialty in instructional design for online learning (IDOL), and Cum Laude in Sociology; attentive of need assessment and models of evaluation; and Quality Matter standards. Willing to relocate.

SKILLS

- Microsoft Office | Word, Excel, Outlook, PowerPoint, OneNote, OneDrive, Access
- Authoring Tools & Software | Adobe Captivate, Adobe Presenter, Camtasia, Articulate Storyline GoAnimate, Adobe Connect, Adobe Portfolio, LMS, Remote, PGi, SharePoint, LMS, Smarthinking, Turnitin, Grammarly, VideoScribe, Audacity, Dropbox
- Learning Management Systems (LMS) | Blackboard, Canvas, Moodle, Google Classroom
- Learning Tools and Data Software | Adobe Connect, Adobe Portfolio, Easy Video Suite, XMind, MindMaps, Handbrake, Screencast, Skype, GoToWebinar, WordPress, Weebly, YouTube, Quantix, SurveyMonkey, D

EDUCATION AND TRAINING

Capella University
Minneapolis, MN • 2019 - Present

Doctor of Education: Performance Improvement Leadership - GPA: 3.9
Performance Improvement Leadership 4.0

Capella University
Minneapolis, MN • 2017 - Present

Post Master Certificate in Education focused on Leadership and Accountability: GPA: 3.9

Capella University
Minneapolis, MN • 2016 - Present

Master of Science: Education Instructional Design - GPA: 3.9
Education Instructional Design 3.9

Arkansas State University
Jonesboro, AR • 2014 - Present

Bachelor of Arts: Criminal Justice Sociology - GPA: 3.9
Criminal Justice

EXPERIENCE

Capella University - Learning Specialist Remote/Online
City, STATE, • 03/2017 - Present

- Increased learner's satisfaction toward Supplemental Instruction by 15% from Quarter 1 to Quarter 2, 2017 by having designed and developed training materials utilizing the latest authoring tools for online learning within the Center for Academic Success and Excellence CASE.
- Increased Supplemental Instruction Leaders' satisfaction by 55% toward job readiness self-paced training.
- Throughout critical strategic collaboration with the positive and creative CASE team while evaluating current staff training, providing feedback to celebrate success and assessing means to quality improvement for the CASE Staff Professional Development.
- Applied ADDIE & IPEC to assess and clarify training programs processes.
- Applied Kirkpatrick model of evaluation to training programs.
- Leader for the design and development of the CASE Staff Professional Development course; Overview of Universal Design for Learning.

Holistic Training Center - Subject Matter Expert (SME) Academic Coach - Course Facilitator - Instructional Designer
City, STATE, • 01/1998 - Present

- and as CEHDI in Mexico.
- Group Facilitator and Program Calibrator; improved internal client's job performance and team building.
- Conduct qualitative research to transform problems into opportunities by applying the Action Research Paradigm Protocol (ARPP) process cycle and the Academic Quality Improvement Program.
- Collaboration for the improvement of curriculum, instruction, and assessment in a community college for continuous improvement toward Quality Matters certification.
- Intended to complete a research paper project that results in a publishable report to address the development of online teaching skills.
- Project manager & Instructional Designer to the non-for-profit project Preventing Child Abuse in Latino Communities.
- Awarded with the Brainspark 2011 award for the best online course in the category of foreign language.
- Designed and developed showcase click here or visit ePortfolio.GabrielaClaire.com.
- Nominated to represent the Marvelous Woman in the community on the Aug/Sep 2015 Marvelous MI.
- Instructional Designer and Group Facilitator for the Test of English as Foreign Language (TOEFL); accomplished 95% of high scores from learners during 10 consecutive years at The University of the Americas UDLA.
- Group Facilitator for the Test of English for International Communication (TOEIC); accomplished 20% increased on learners' satisfaction survey scores at gedas Volkswagen Mexico.
- Rescued an at risk to crash Spanish immersion course in Mexico with 10 professional American learners by applying a quick intervention assessment and taking over as course facilitator.
- Accomplished a 100% turnover learners' satisfaction and receiving an award for the best critical academic intervention, by applying the American Council on the Teaching of Foreign Languages (ACTFL) methodology.

INTERESTS

Present on-call "Volunteer ESL instructor to Asian and Latin American Learners | Baxter County Literacy Council "Ambassador at Capella University | "Sharing my passion for Education" "Volunteer Mentor | Baxter County 'Juvenile Community Services Alternative Local School.' "Volunteer Translator, Consecutive Interpreter and Mentor | 'Serenity Shelter' serving 'Abused and Battered Women & Children' "Volunteer Patient & Family Care | 'Baxter Regional Medical Center' "Volunteer Author

Gestalt Institute
Puebla, • 2001 â€“ â€“

*Training Research
Certified Courses
from Collaborative
Institutional Training
Initiative CITI: - GPA:
3.88*

, • 2015 â€“ â€“

**Online Authoring
Tools, Cantasia,
Captivate & Presenter
|Lynda.com: - GPA:*

, • 2014 â€“ â€“

**Psychological First
Aid | National
Association of Social
Workers, Online: -
GPA:*

, • 2001 â€“ â€“

**Test of English for
International
Communication TOIC
| The Chauncey Group
International: - GPA:*

, • 1980 â€“ â€“

**Teaching of English
as Second Language
TESOL | Anglo
Institute, Mexico: -
GPA:*

, ETC • 1999 â€“ â€“

**Teaching of Spanish
as Second Language: -
GPA:*

LANGUAGES

Native Bilingual Fluency | English-Spanish

ACTIVITIES AND HONORS

ISPI International Society for Performance Improvement
CumLaude
â€“

SKILLS

Academic, Adobe, Articulate, Canvas, Citrix, clarify, com, continuous improvement, Council, client, staff training, English, First Aid, instruction, team building, Leadership, Access, Excel, Microsoft Office, Outlook, PowerPoint, SharePoint, Word, Presenter, processes, profit, qualitative research, Quality, Quality Improvement, quick, receiving, Research, Spanish, strategic, Teaching, training materials, training programs, Video

ADDITIONAL INFORMATION

- Community Involvement |Present on-call *Volunteer ESL instructor to Asian and Latin American Learners | Baxter County Literacy Council *Ambassador at Capella University | 'Sharing my passion for Education' *Volunteer Mentor | Baxter County 'Juvenile Community Services Alternative Local School.' *Volunteer Translator, Consecutive Interpreter and Mentor | 'Serenity Shelter' serving 'Abused and Battered Women & Children' *Volunteer Patient & Family Care | 'Baxter Regional Medical Center' *Volunteer Author at Marvelous! Create the Life You Want | Education Jessica Claire - Resume pg. 2