

JESSICA CLAIRE

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Summary

7+ years customer service experience Advanced written and spoken communication skills in varying audiences 2+ years experience working with employers and job seekers in all aspects of job searches 2+ years experience conducting group and individual interviews, anticipating job-readiness, administering aptitude tests and identifying training needs Knowledge of employment and training, state and federal laws, policies, rules and regulations Highly self-motivated with effective time and workload management skills Knowledgeable and intuitive computer hardware and software abilities

Highlights

- Guest services
- Inventory control procedures
- Merchandising expertise
- Loss prevention
- Cash register operations
- Product promotions

ACCM

Devised a successful recruiting plan for new call centers, which resulted in [Number] new employees in [Number]-months.

Experience

Chronology

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Education

Masters of Business Administration (MBA): , 2012
Western New Mexico University - Silver City, NM
GPA:

Bachelor of Arts: English, 2003
Western Washington University - Bellingham, WA
GPA:
English

Additional Trainings, Certifications, Research Work National Federation of Professional Trainers (NFPT)

Personal Training Workshop and Certification: , May 2016

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GPA:

Keiser M3 Indoor Cycling Instructor Program Indoor Cycling Certification: , February 2016

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GPA:

CorePower Yoga 200 Hour Yoga Teacher Training: , December 2015

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GPA:
Chicago Yoga Center 100 Hour Yoga Teacher Training

CPR Certified *Non Violent Communication Research: , May 2008

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GPA:

Experience

Group Fitness Instructor, 01/2014 to Present

9Round Fitness â€“ Sacramento, CA,

- Responsible for teaching several group fitness classes including Yoga, Cycle, and Aqua Promote knowledge of proper group fitness components, (i.e.
- warm up, aerobic exercise, cool down) Ensure proper alignment and safety of all participants Maintain the

group fitness equipment and room Participate in Continuing Education Credits throughout the year.

Manager, 01/2013 to

H&R Block, Inc. â€” Oklahoma City, OK,

- Property Management tasks include: updating expiring leases, tenant relations, dealing with maintenance issues, and project management.
- Bookkeeping and accounting tasks include: entering in all financial transactions into Quickbooks, maintaining highly organized filing system, depositing checks, creating and sending invoices, paying all bills, and preparing all monthly, quarterly, and annual tax reports.

Property Manager, 01/2012 to 01/2013

Aspen Square Management â€” Independence, MO,

- Manage and oversee cleaning staff, respond to all rental inquiries, calculate and issue quotes in order to book guests.
- Organize and assist in creating all marketing projects, direct marketing, and market research.
- Update and manage website and calendars.

Graduate Assistant, 01/2012 to 06/2012

Loma Linda University Medical Center â€” Redlands, CA,

- Responsible for all administrative functions to assist personnel in business department Taught classes including: accounting, economics, finance, and marketing classes Proctored exams and quizzes Assisted professors in business related research Provided guidance and mentoring to undergraduate and graduate students.

Office Manager/Executive Assistant to President and CEO, 06/2010 to 03/2012

Ice Consulting â€” Milpitas, CA,

- Provided all administrative functions including: payroll, accounts payable, accounts receivable, scheduling, preparing, writing, and editing all written documents, (including letters, contracts, etc.) and managing customer/client relations.
- Coordinated wide variety of project management tasks requiring high degree of organizational skill.
- Developed human resources program including: writing employee manual, utilizing online payroll system, creating safety program, and training all employees.
- Organized and managed all financial reports including cost accounting, budgeting, auditing, and managing finance to increase company profitability.

Office Manager/Human Resources Administrator, 03/2010 to 07/2010

Wawa, Inc. â€” Port Richey, FL,

- Assisted in the creation and development of the Career Resource Center to assist recently and soon to be laid off employees of GE Aviation with career search.
- Responsible for managing all administrative functions inside Career Resource Center including: answering phones, scheduling, customer service, setting appointments, data entry, preparing, writing, and editing all written documents and correspondence.
- Counseled and trained all GE Aviation employees on resume writing and interviewing skills.

Independent Contractor, 03/2009 to 03/2010

Caterpillar â€” Pontiac, IL,

- Designed, developed, and marketed yoga fitness program.
- Interfaced with Sports Driven Rehabilitation and Training Physical Therapy to create a healthy and safe program for SWSI.
- Attended sales production and management meetings to discuss goals and encourage business development and growth.

Office Manager/Executive Assistant, 05/2008 to 03/2009

Mack And Associates, Ltd â€” City, STATE,

- to Director of Operations Responsible for all accounting and IT support; managed client billing, accounts payable, accounts receivable, payroll, ledger, journal entries, etc.
- Interfaced with vendors and associates Financial analysis tasks including weekly meetings and reports to assess profitability and manage collections Researched, wrote, edited, and distributed company's monthly newsletter to over 1,000 clients in the Chicago-land area Served as primary liaison between Director of Operations and associates Supported office maintenance functions including all computer and technical support Coordinated human resources tasks including training, interviewing, and team building.

General Manager, 01/2007 to 04/2008

404 Wine Bar/Jack's Bar And Grill â€” City, STATE,

- Managed customer relations and all aspects of customer service Coordinated and developed training programs

for over 50 employees Determined and executed all necessary personnel actions Initiated human resources programs including safety training Regulated cost and inventory; responsible for all purchasing and marketing; developed vendor relationships Facilitated weekly meetings to analyze product mix, sales, profitability, and manage company goals.

Account Manager, 02/2004 to 02/2006

New Century Mortgage â€™ City, STATE,

- Initiated all necessary administrative functions for Account Executives and Sales Team members in order to set-up new loan submissions and fund complete loan packages.
- Created and maintained complex databases to resolve discrepancies in individual loan packages and accounts under narrow time constraints.
- Researched and performed comprehensive research and attended various training courses to ensure proper loan handling.

Skills

accounting, accounts payable, accounts receivable, administrative functions, auditing, billing, Bookkeeping, book, budgeting, business development, contracts, cost accounting, CPR Certified, client, clients, client relations, customer relations, customer service, data entry, databases, direct marketing, economics, editing, filing, finance, financial, Financial analysis, financial reports, human resources, Instructor, inventory, IT support, team building, ledger, letters, Director, managing, market research, marketing, meetings, mentoring, office, newsletter, organizational, payroll, personnel, Physical Therapy, project management, Property Management, purchasing, Quickbooks, Rehabilitation, Research, safety, Sales, scheduling, tax, Teacher, teaching, technical support, answering phones, training programs, website, written