

Jessica Claire

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Skills

Goal attainment
Team building
Dedicated management
Continuous improvements

Education

Associate of Arts in Zoology

Santa Fe College, Gainesville
FL

2002

Activities & Honors

Member of RAW United
Federation Power Lifting
Organization
Member of USAPL
Federation Power Lifting
Organization
Ranked best lifter in first
USAPL competition
Ranked 4th strongest
female lifter in 2013

Press

Featured in the Washington
Business Journal for
innovative management
practices at Cisco Systems
Inc.

Summary

High-performing leader and operations manager with 10 years
of experience delivering successful improvements in business
operations, profitability, and team development. Fueled by
constant determination, willingness to improve, adaptability,
and strong work ethics. Strives to always improve and is highly
resistant to mediocrity.

Memberships

Member of the National
Management Association
requiring outstanding
achievements in the field as
judged by recognized experts

Experience

Operations Manager

Cisco Systems Inc, Washington DC
April 2018 - Current

Designed performance metrics to provide traceability and
advance tactical and strategic business goals.

Inspected production areas to identify and correct unsafe or
unauthorized practices.

Collaborated with a 20-person team to improve tracking of
work and issue logging.

Developed and conducted new hire training procedures,
collectively hiring 50 employees.

Maintained scheduling conducive to workload and a healthy
work environment.

Encouraged employees to excel in their positions through
positive reinforcement.

Assistant Manager

Wendy's, Clovis NM

April 2017 - April 2018

Assisted with the healthy transition during the acquisition by
BiteSquad LLC.

Helped coach and mentor employees, delivering training and guidance on performance.
Employed 60 individuals and maintained optimal staffing during business growth.
Contributed to the exponential growth of the business, leading to \$10 million in gross sales within the first year of acquisition.

Owner/Operator

GrubCab LLC, Sunnyvale CA

December 2008 - March 2017

Organically developed and grew a new concept business in third-party food delivery service.
Spearheaded the creation of company branding, marketing materials, and advertisement flyers.
Partnered with restaurants and distributed materials strategically throughout the area.
Developed a decent understanding of logistics and created great rapport with high-end clients.
Delivered quality customer service with honesty and integrity.
Successfully grew the company without financial backing or investors, leading to its acquisition by BiteSquad LLC.

Retail Manager

Hudson Group, Clermont

June 2001 - October 2008

Quickly advanced from part-time sales associate to management within 2 years.
Organized and updated schedules to optimize coverage and meet customer demands.
Maintained inventory accuracy by counting stock-on-hand and reconciling discrepancies.
Streamlined operations and improved employee focus and productivity.
Recognized as Manager of the Year in 2007.

Honors & Recognition

Graduated from Killian Senior High School with a 3.8 GPA