

Jessica Claire

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Professional Summary

Motivated to learn, grow, and excel in the heavy equipment industry with 20 years of experience in inventory management, retail merchandising, and safety-focused operations. Attentive to detail with a proven history of reducing warehouse hazards through proactive identification. Certified forklift operator.

Accomplishments

Used Microsoft Excel to develop inventory tracking spreadsheets

Resolved product issues through consumer testing

Documented and resolved poor morale, leading to increased performance

Supervised a team of 10-12 staff members

Received the National Safety Award for Excellence in Inventory Management in 2018

Work Experience

Heavy Wrecker Operator

Miami Parking Authority, Miami, FL | 01/2019 - Current

Lifted and sorted records and data

Maintained supplies and materials handling

Transported order picking and processing

Fastened chains, straps, covers, and binders to secure loads in transit

Operated safely to avoid accidents and delays

Minimized delays by planning and adjusting routes for changing weather and traffic conditions

Finalized daily logs and schedules to update internal records and uphold DOT requirements

Maintained telephone and radio contact with supervisors to receive delivery instructions

Completed regular inspections and maintenance actions, as well as basic equipment repairs

Kept equipment operating at peak levels

Inspected vehicles on trips and logged and reported mechanical problems to avoid unsafe hazards

Maintained a consistent on-time delivery record with 99% of orders arriving ahead of schedule

Maintenance Supervisor/Maintenance Technician

Braum's Ice Cream & Dairy Stores, [City, State] | 06/2014 - 01/2019

Monitored employee work tasks, installing, aligning, and balancing new equipment projects

Assessed operating conditions and adjusted settings to maximize performance and equipment longevity

Monitored safety compliance to maintain strict standards and protect team members from harm

Shrunk knowledge gaps through ongoing training and close employee mentoring for new and less experienced team members

Organized ongoing maintenance schedules to boost system performance

Evaluated final results to determine quality levels and isolate root causes

Identified faults and optimized supply levels to keep stock within ideal parameters for expected needs

Overhauled, installed, and repaired equipment including centrifugal compressors, pumps, valves, separators, and generators

Increased productivity by reducing downtime, budgeting effectively, and allocating tasks while maintaining high standards of safety and work quality

Rolled out improved training programs for maintenance employees

Completed partial and full dismantling of equipment to quickly repair or replace defective components and restore functionality

Paid close attention to guidelines, specifications, and detailed instructions to continuously adhere to strict operational maintenance regulations

Procured pricing information from various vendors to support cost-effective purchasing

Verified proper analysis and troubleshooting of electrical, hydraulic, PLC, and pneumatic systems

Analyzed and identified equipment failure root causes and initiated corrective actions

Reviewed and studied schematic diagrams to properly plan process assignments

Kept track of equipment inventories and system upgrades to prepare and present detailed reports to upper management

Monitored priorities and liaised with the maintenance team and management to delegate tasks and complete them on time

Contributed to the development, implementation, and execution of maintenance programs

Reviewed technical documentation to complete equipment maintenance and repair efficiently

Assisted service workers with problematic transactions to maintain customer satisfaction and quickly rectify issues

Supervised 25 employees in the region, including scheduling, training, and performance monitoring

Building Contractor/Construction Foreman

Royster Construction LLC, [City, State] | 06/2012 - 06/2014

Collaborated with management and fellow supervisors to organize efficient operations and achieve demanding schedule targets

Coordinated materials to maintain a steady flow and meet productivity objectives

Inspected work for compliance with applicable regulations and job specifications

Initiated an onsite safety program and properly trained team members, decreasing injuries by 100%

Delegated assignments based on project needs and knowledge of individual team members

Supervised field crews to maximize the quality of work and efficiency

Evaluated team member strengths and assigned tasks based on expertise and background

Asserted control over material usage and contractor man-hours to keep projects in line with budgetary restrictions

Maintained heavy equipment such as backhoes and skid steers

Kept tools and machinery in good and safe working order

Assistant Manager

Walmart Store, [City, State] | 06/2008 - 06/2012

Strengthened merchandising and promotional strategies to drive customer engagement and boost sales

Developed a loyal and highly satisfied customer base through proactive management of team and customer service strategies

Mentored sales team in applying effective sales techniques and delivering top-notch customer service, increasing sales by 15%

Completed regular inventory counts to verify stock levels and address discrepancies

Forecasted future needs and created organization systems for inventory control, merchandising, financial reports, and schedules, dramatically increasing operational efficiency

Reviewed sales and gross profit reports to determine options for increasing market growth

Achieved recognition from senior management for contributions to store success, including managing sales, employees, and operations to foster optimal performance

Exceeded sales goals and accomplished business objectives by inspiring staff and promoting target products

Education

Associate of Arts in Business Management

Missouri Southern State University, Joplin, MO | 05/1992

Associate of Arts in Criminal Justice

Missouri Southern State University, Joplin, MO | 05/1987

Licenses & Certifications

Certified Forklift Operator

Job-related courses in management

Media Coverage

Featured in a 2019 article in 'Heavy Equipment Today' magazine for innovative inventory management techniques

Skills

Quantity calculations

Safety regulations

Purchase order verification

Wrapping and boxing

Training courses