

# Jessica Claire

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## PROFESSIONAL SUMMARY

Executive-level Business Manager and entrepreneur with experience running start-up and emerging companies. Strong technology and product development expertise. Built strategic business relationships and partnerships. Strong drive with excellent interpersonal, communication and team-building skills. Rational, critical-thinking with 10 + years of experience enhancing operations for organizations through information systems solutions. Proven track record of transforming specific business goals related to growth and efficiency improvements into new system designs. Knowledgeable innovator known for recommending new technologies to enhance existing systems and introduce new systems. Orderly systems analyst with 10 + years of experience assessing, reconstructing and advancing computer systems. Delivered presentations to decision-makers with suggestions including project benefits and cost estimations. Taught new hardware and software tips to over 25 end-users. Business Associate supporting clients and serving as primary business contact. Excel in building relationships with clients, identifying new business opportunities, handling client communication and communicating business offerings to customers. Skilled leader during business meetings and making sales field visits.Strong business acumen, attention to detail, excellent communication and interpersonal skills. Highly motivated and positive individual with great organizational and communication skills. Customer service master and efficient problem solver. Deftly manage administrative functions of the practice. Provide thorough answers and solutions and provide an exceptional customer experience. Self-motivated, dependable Business Analyst experienced in providing encouragement and direction to current and future students working toward humanitarian objectives. Committed to providing compassionate support while capitalizing on networking opportunities. Catalyst for change through mobilizing support to achieve campus initiatives. Natural leader experienced in driving great team successes by coaching and motivating team members to increase financial profitability, operational efficiency, and customer satisfaction. Record of performance in meeting organizational objectives.Excellent interpersonal skills, ability to work well with others, in both supervisory and support staff roles. Dynamic and creative front-line Development Specialist and fundraiser adept at securing and growing new income and developing relationships with major sponsors, including corporate, foundational and individual. Skilled at working with development teams in highly collaborative environments.

## SKILLS

- Data collection and analysis
- Technical analysis
- Business analysis
- Advanced critical thinking
- Product development
- Technical writing
- Graphic presentations
- Statistical and operational analysis
- Program development
- Wrapping and boxing
- Bet collections
- Simulation plan execution
- Correspondence management
- Skill development
- Public relations
- Appointment setting
- Staff training

## WORK HISTORY

**SAP Business Analyst**, 05/2012 - 09/2019

**Lockheed Martin Corporation** – Lufkin, TX

- Delivered in-depth training to users for SAP, imparting knowledge of best practices for protecting data and minimizing errors
- Oversaw installation of software programs and hardware systems to meet SAP requirements
- Enhanced and reconstructed computer systems resulting in 44% increased efficiency for business end-users
- Resolved malfunctions with systems and programs through troubleshooting
- Developed flowcharts and diagrams to describe and lay out logical operational steps
- Organized system infrastructure documentation and operating procedures, strengthening controls and enhancing overall performance
- Collaborated closely with upper management to drive strategy through development and implementation of new processes
- Assessed business needs and problem areas to create focused solutions
- Applied knowledge of data modeling and statistical analysis to note trends and draw conclusions
- Helped improve standard operations by showing clear connection between current policies and business results
- Reviewed performance benchmarks and established metrics for future tracking
- Presented business leaders with cost-benefit and return-on-investment estimations to drive project planning and execution
- Planned and conceived computer systems using information engineering, data modeling and structured analysis
- Mapped processes to holistically examine business flow and identify improvement opportunities
- Guided divestiture activities, drawing on deep understanding of various internal operational processes
- Improved system by adding new features and infrastructure, enhancing
- Boosted information sharing by enhancing interfaces between computer systems
- Documented procedures and business processes and shared information with appropriate stakeholders
- Guided various aspects of acquisition process, including due diligence, contracting and valuation
- Evaluated and adopted new technologies to address changing industry needs
- Led and audited international subsidiaries and operational processes to mitigate risks
- Monitored tasks of employees to assess information processing and performance to gauge business functions and inefficiencies
- Investigated and addressed SAP system issues to enhance usability and improve functionality
- Laid off Jan 2019-July 2019

**SAP Business Analyst**-, 01/2019 - 08/2019

**Airgas Inc** – Jackson, TN

- Implemented SAP process for a start-up ammunition manufacturing company
- Collaborated closely with upper management to drive strategy through development and implementation of new processes
- Developed flowcharts and diagrams to describe and lay out logical operational steps
- Monitored tasks of employees to assess information processing and performance to gauge business functions and inefficiencies
- Resolved malfunctions with systems and programs through troubleshooting
- Presented business leaders with cost-benefit and return-on-investment estimations to drive project planning and execution
- Organized system infrastructure documentation and operating procedures, strengthening controls and enhancing overall performance

**Operations Coordinator**, 11/2010 - 05/2012

**Aguilla Ammunition** – City, STATE

- Established and administered annual budget with effective controls to prevent overages, minimize burn rate and support sustainability objectives
- Evaluated suppliers to assess quality, timeliness and compliance of deliveries, maintain tight cost controls and maximize business operational efficiency
- Developed and implemented daily operations plans such as delivery routes, employee assignments and promotional strategies
- Applied performance data to evaluate and improve operations, target to current business conditions and forecast needs
- Protected company assets from loss such as theft or damage by setting and enforcing effective security policies
- Identified and resolved unauthorized, unsafe or ineffective practices by inspecting production areas regularly
- Reviewed financial reports each day and investigated variances with accounting staff to keep records accurate
- Collaborated with area managers to evaluate needs and optimize operational plans
- Set, enforced and optimized internal policies to maintain efficiency and responsiveness to demands
- Devised, deployed and monitored processes to boost long-term business success and increase profit levels 28%
- Maximized profits by reducing waste in payroll administration 17% weekly and increased sales 25% with up-selling techniques
- Used SAP to analyze production data, guaranteeing efficient production of defect-free products
- Monitored employee productivity and optimized procedures to reduce costs 35%
- Ensured compliance with all company standards and procedures
- Reduced store's shrink 20% by limiting operational losses
- Worked with vendors to make purchases and reconcile invoices
- Provided direction and guidance to internal teams in order to achieve targets
- Grew company market share 15% in 12 months
- Increased profit margin 32% by successfully negotiating development costs with overseas vendors and supplies
- Oversaw and improved ammunition deliveries worth more than \$2.4 million per year through efficient coordination
- Reviewed shift reports to understand current numbers and trends in areas such as low caliber and high caliber
- Evaluated upcoming program plans to forecast expected resource needs
- Reconciled monthly operating budgets and shared information with senior management team
- Mediated contracts with outside providers to bolster customer service and reduce costs
- Implemented employee safety initiative with 0% injury rate for over 2 years
- Scheduled meetings for senior management team and booked conference rooms

## EDUCATION

**Bachelor of Arts**: Business Law & Ethics, 12/2017

**West Texas A&M University** - Canyon, TX

**High School Diploma**: 06/2006

**Cedar Hill High School** - Cedar Hill, TX