

# JESSICA CLAIRE

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☎ (555) 432-1000

📍 Montgomery Street, San  
Francisco, CA 94105

## PROFESSIONAL SUMMARY

Systematic and organized SAP Master Data Specialist trained in database systems management using a variety of technology platforms.

## SKILLS

- SAP Master Data, including Material, Vendor & Customer Master
- Proficient in Word, Excel, PowerPoint, Outlook, Adobe Acrobat
- Ability to quickly learn and navigate proprietary systems and web-based applications
- Strong verbal communication
- Self-motivated
- Team leadership
- Operations management
- Database management

## EDUCATION

The Ohio State University  
Newark, Ohio • Spring 2007

*Bachelor of Arts: Education*

## WORK HISTORY

**Abb Ltd - SAP Master Data Specialist**  
*Fort Smith, AR • 10/2013 - Current*

- Responsible for creating and maintaining all Customer, Vendor and Material Master records for US, Canada, Mexico and China.
- Produce monthly reports using advanced Excel spreadsheet functions.
- Experience in QM SAP Module.

**Bnp Paribas - Mortgage Banker**  
*Ceres, CA • 08/2012 - 08/2013*

- Responsible for creating new business through inbound and outbound telephone leads and assisting clients through entire mortgage/refinance process while maintaining the highest level of customer satisfaction.
- Created and maintained a book of business that totaled \$5 Million - \$15 Million on a monthly basis.
- Originated, reviewed, processed, closed and administered customer loan proposals.

**Lennox International - District Customer Service Manager**  
*Odessa, TX • 09/2011 - 08/2012*

- Responsible for the oversight of five fitness centers and supervisory responsibility for four facility managers.
- Directly supervised 22 employees at Urban Active Polaris, indirectly supervised 4 facility managers and 54 additional employees spread out over the remaining 4 locations.
- Other duties included, but were not limited to - A/R and collections, Scheduling, Inventory management (company leading less than 2% shrinkage monthly).

**Dairy Farmers Of America - Customer Service Manager**  
*Homewood, AL • 05/2008 - 09/2011*

- Managed retail shop and café- Gross monthly revenues exceeding \$15,000/mo.
- Top 3 in sales for the company.
- Supervised 22 customer service employees directly at Urban Active Polaris.
- Other duties included, but were not limited to - A/R and collections, Scheduling, Inventory management (company leading less than 2% shrinkage monthly).