

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

- Over 25 years Administrative Assistant experience in small business settings
- Over 25 years experience with excel spreadsheets in high demand volume setting
- Excellent oral and written communication skill ability to multitask
- Type 50 wpm efficiently with over 25 years experience efficient
- Detail oriented, punctual and reliable ability to do what is expected of me as a customer service agent
- A highly responsible team player that works well in groups or individually in a customer service atmosphere

Multi-talented [SAP Consultant](#) consistently rewarded for success in planning and operational improvements. Experience in policy development and staff management procedures positively impacting overall morale and productivity. Strong decision-maker with more than [25](#) years of experience in software engineering and application development. Effective coach and mentor and committed to leading exceptionally gifted teams. Ready to work closely with both teams and customers to identify most efficient and beneficial solutions for process improvement.

SKILLS

- Excel
- Power Point
- Outlook Express
- Safari
- Schedule appointments
- Communication skills
- Client
- Excellent customer service
- Focus
- Leadership
- Excel
- Power Point
- Office machines
- Problem solving
- Bilingual-Spanish
- Database management software
- Customer service excellence
- Scheduling
- Spanish to English translation
- Policy updates
- Staff training
- Internet Explorer
- Mac book
- Customer relations
- Customer service skills
- Internet Explorer
- Mac
- Outlook Express
- Mortgage lending
- Quicken
- Sales skills
- Sales
- Software applications
- Opening and closing procedures
- Counseling
- Client needs assessment
- Communications
- Employee management

WORK HISTORY

- 09/2019 to Current **SAP Consultant**
Scadea Solutions Inc – Waltham, MA
- Consulted regularly with internal customers on application development project status, new project proposals and software-related technical issues.
 - Advised management regarding key organizational and management issues.
 - Presented advice, coaching and counsel to managers and staff regarding human resources policies, procedures, programs and labor relations.
 - Refined talent strategies and plans, including design and implementation of programs for recruitment and retention strategies.
 - Guided candidate recruitment and selection to create diverse workforce capable of collectively meeting company goals.
 - Collaborated with peers to develop and integrate workforce planning and analysis.
 - Oversaw and managed onboarding processes and programs for successful integration of new, transferred or promoted employees.
 - Led and developed performance management tools and processes to integrate with organization's values and core competencies.
 - Planned and launched large-scale events that boosted employee participation by [100%](#).
 - Worked alongside global business leader to deploy new training strategies.
 - Counseled leadership and offered actionable initiatives to reduce compliance-related issues addressing equal employment opportunity and sexual harassment.
 - Communicated with potential hires to provide clarity on expected tasks, compensation and policies.
 - Maximized team knowledge and productivity by effectively training, monitoring and directing employees in application of best practices and regulatory protocols.
- 09/2018 to 05/2019 **Substitute Teacher**
Brooklyn Community Services – New York, NY
- Enhanced student learning by optimizing wide range of instructional approaches and innovative classroom activities.
 - Kept students on-task with proactive behavior modification and positive reinforcement strategies.
 - Taught diverse subjects for grades K-8, successfully delivering seamless teaching in absence of regular teacher.
 - Worked with principal's office on disciplinary and safety issues.
- 08/2009 to 01/2015 **Technical Support Representative/Marketing Agent**
Hawaiian Telcom – City, STATE
- Trained and developed new sales team associates in products, selling techniques and company procedures.
 - Implemented up-selling strategies such as recommending accessories
 - Educated customers on promotions to enhance sales.
 - Troubleshoot and diagnosed problems to accurately resolve wide range of technical issues.
 - Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
 - Explained technical information in clear terms to non-technical individuals to promote better understanding.
- 01/2007 to 11/2007 **Preferred Client Officer**
Compass Bank – City, STATE
- Sorted incoming mail and faxes and expedited urgent correspondence for immediate attention.
 - Adhered to established policies, procedures and compliance for satisfactory audit rating.
 - Coordinated with [Elite](#) team in developing project plans for prioritized initiatives.
 - Communicated value and position to sales team and developed tools to support selling process.

EDUCATION

Associate: Criminal Justice
Northwest Vista College

Bachelor of Science: Criminal Justice
Hawaii Pacific University