

JESSICA CLAIRE

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CAREER OVERVIEW

Strong statistical analysis skills: SAS Certified Base Programmer for SAS9, 2011. *Strong psychology knowledge: 8 years of teaching & research on medical psychology. *Strong computer Skills, including Microsoft Word, Excel, PowerPoint, Access and Oracle/MySQL Database SQL. *Strong quantitative skills and problem-solving capabilities. *Knowledge in medical coding: trained in ACE Medical billing and coding program.

QUALIFICATIONS

- Analytical problem solving
 - Oracle/MySQL Database SQL
 - Problem resolution
 - Self-starter
 - Spreadsheet development
- Microsoft Office proficiency
 - Meticulous attention to detail
 - Report analysis
 - Current Procedural Terminology (CPT)

TECHNICAL SKILLS

Windows, Unix, Linux, Mac OSX, VMWare

Windows, Unix, Linux, Mac OSX,
VMWare,Windows, Unix, Linux, Mac OSX,
VMWare

HTTP/Apache, DNS/BIND, SSH, SNMP, DNS,
DHCP, FTP,HTTP/Apache, DNS/BIND, SSH,
SNMP, DNS, DHCP, FTP

ACCOMPLISHMENTS

Improved profit \$[number] in [year].
Increased customer satisfaction [number]% by revamping service protocols.

Planned all meetings and travel for CEO.

Investigated and analyzed client complaints to identify and resolve issues.

- Managed daily schedules and sales leads for all Sr. and Jr. Loan Officers.
- Handled customers effectively by identifying needs, quickly gaining trust, approaching complex situations and resolving problems to maximize efficiency.

- Performed administration tasks such as filing, developing spreadsheets, faxing reports, photocopying collateral and scanning documents for inter-departmental use.
- Maintained status reports to provide management with updated information for client projects.
- Planned and executed all aspects of a major office headquarter move.
- Received a merit raise for strong attention to detail, exemplary customer service and team-player attitude.
- Developed and implemented company's first employee manual outlining all proper business procedures and office policies.
- Successfully planned and executed corporate meetings, lunches and special events for groups of [Number]+ employees.
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WORK EXPERIENCE

Owner/developer/administrator, 01/2007 - Current

Care New England Health System – RI, State

- Designed a highly interactive website and various packages/programs;.
- Created programs for students and built dynamic question pattern;.
- Perform the quality test and analysis of the website.
- Perform daily administration of the website.
- Performed statistical analysis of question answer correctness rate vs question difficulty level and built mechanism to adjust the levels of questions based on the result;.
- Performed Statistical analysis of students' progress on question categories and topics and generate reports for each student in a weekly basis.

Activity coordinator & Teacher, 01/2005 - Current

Hope Chinese School – City, STATE

- Assisted school administration team on student/parent activities;.
- Designed questionnaire and conducted survey on school teaching activities, provided the improvement advices based on the analysis of survey results;.
- Taught on Math/Chinese subjects and was a teaching s assistant for chess classes.

Research Assistant, 01/2001 - 12/2002

WVU – City, STATE

- Participated in various projects on logistic regression, model building and result analysis using SAS, JMP and SPSS.
- Investigated on the effect of a number of risk factors on heart disease using a data set from WVU medical center.
- Fit logistic regression model, analyzed the relationship between heart disease and those risk factors, and the interaction among the risk factors.
- Analyzed Aluminum effect on Alzheimer's disease, and test whether the use of Aluminum containing antacids is associated with Alzheimer's disease.
- Analyzed the effect of aspirin on heart attack in England and in America, and estimating if taking aspirin has different effect between in America and in England.
- Analyzed Aluminum effect on Alzheimer's disease, and test whether the use of Aluminum containing antacids is associated with Alzheimer's disease.
- Analyzed the effect of aspirin on heart attack in England and in America, and estimating if taking aspirin has different effect between in America and in England.
- Analyzed the effect of age at the first pregnancy on the cervical cancer.

EDUCATION AND TRAINING

MS

West Virginia University - Morgantown, WV

WORK HISTORY

Statistics Department

SKILLS

Internet Research, Letters and Memos, Lotus Notes, Microsoft Excel, Microsoft Office Suite, Microsoft Outlook, Microsoft PowerPoint, Microsoft Word, Minute Taking, Multi-Task Management, Organizational Skills, Prioritization, Proofreading, Reading Comprehension, Report Transcription, Research, Scheduling, Service Orientation, Speaking, Spreadsheets, Telephone Skills, Time Management, Travel Arrangements, Travel Booking, Travel Planning, Type [X] WPM, Typing, Vendor Management, Writing