

Jessica

Claire

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## Summary

My objective is to find a career that I can grow in and contribute my experience and ideas while continuing my experience and education. I enjoy working and making my environment enjoyable not only for me but for my coworkers. My Leadership Philosophy: Honesty is the foundation of effective teamwork. I will be honest with my peers and employees. I will actively seek feedback and continuously improve my behaviors for the business needs.

## Highlights

- Proficiency in Microsoft Word, Excel, Power Point and Outlook
- Excellent Customer service
- Photoshop and Illustrator
- Geographic Information Systems (ARC GIS, ERDAS IMAGINE)
- Leadership
- Proper Phone Etiquette
- Experienced in fast paced work environment
- Experience with inbound/outbound Call centers.

## Education

Charles Page High School Sand Springs, OK Expected in May, 2011 • • High School Diploma : - GPA :

Tulsa Technology Cent Sand Springs, OK Expected in 2011 • • Certification : Graphic Design - GPA :

National Geospatial Intelligence College Springfield, VA Expected in 2012 • • Certification : Geospatial Engineering - GPA :

## Accomplishments

In the Army national Guard I received the Oklahoma Commendation Medal and the Oklahoma State Active Duty Medal for the Moore Tornado Relief Operation.

At Dish Network I was one of the youngest supervisor and my team was in the top 5 (out of 30 teams) multiple times. I went through the LEAD program that helped me handle crucial conversations and a wide variety of communication styles more effectively.

## Experience

Leidos - Geospatial Engineer

San Clemente, CA, 08/2009 - Current

- We use geographic data that supports military operations for Disaster Relief and Homeland Security. We collect, analyze and distribute Geospatial information to represent the terrain and its possible effects using ARCMAP and ERDAS Imagine programs.

Provision Living - Shift Supervisor

Chattanooga, TN, 06/2010 - 03/2011

- Supervised and assisted employees in providing the best customer service as possible while in high school job.

Cenveo - Supervisor

Williamsburg, PA, 03/2012 - 11/2015

- Develop my agents to not only meet but exceed the goals and expectations set by the company.
- Gave my agents the tools and experience needed to promote within the company if they desired.
- Interviewed potential employees.
- Attended meetings and followed up with my team and peers to explain changes /updates.

3 Day Blinds - Customer Service Associate

White Marsh, MD, 01/2016 - Current

Assisting customers by initiating Claims and assigning to adjusters.

Obtained adjusters License

## Skills

Photoshop, Excellent Customer Service, GIS, Graphic Design, Illustrator, Geographic Information Systems, Excel, Outlook, Microsoft Word, Power Point