**JESSICA DEAN**

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Fort Hood, TX

**OPERATIONS ǀ PROJECT MANAGEMENT ǀ CUSTOMER RELATIONS ǀ BUSINESS DEVELOPMENT**

Accomplished and influential leader with extensive experience aligning organizational administration, lifecycle, portfolio, change and strategic management, program and policy development and advanced specification and program compliance. Effective instructor and educator with strong interpersonal communication skills and the ability to incorporate and streamline process improvement, community outreach, client problem resolution and innovative customer specific modifications, to include unique value-added solutions. Effective at managing and synchronizing diverse and cross-function teams, throughout multiple disciplines.

**PROFESSIONAL EXPERIENCE**

**Lead Assistant Director** ǀ Fort Hood Conference Center ǀ 2017 – Present

Supervised a team of 5 managers, technicians and support personnel, while cross-coordinating and overseeing long- and short-range operations, schedule alignment and strategic objectives; directed allocation, cross-leveling and accountability practices. Managed operations flow, incorporating multi-capacity resourcing, daily and long-term prioritization, training and continuity development - integrated information technology, administration, personnel management, logistics and operations, while aligning requisitions, budgeting, risk mitigation and contract support. Coordinated logistics support to implement directives throughout multi-level organizations. Oversaw compliance specifications within military base directives, center policies and procedures, provisions and safety regulations. Developed training and spot-check platforms to ensure adherence with regulatory guidelines.

* Applied a wide range of analytic and evaluation methods, qualitative analysis, concepts and practices to align performance, budgetary compliance, procurement and training programs.
* Orchestrated multiple training exercises, aligning emergency services, funding, policies and objectives.
* Analyzed historic data, solicited feedback and implemented solutions to refine practical scope, risks and organizational moral - improved daily assignment and event production by \_%.
* Streamlined processes to forecast, align and schedule food service requirements, decreasing negligent expenditure and waste by \_\_%.
* Performed necessary verification procedures to ensure valuable information remains secure.

**Head Chef |** Kansas State University | 2016 – 2017

Orchestrated food service operations; ensured on time and within budget meal allocations, overseeing logistical sustainment, life-cycle requisition, acquisitions, equipment and resource cross-leveling. Managed work schedules, overseeing significant events and line management - with excellent communication with and among managers, supervisors and employees. Ensured desired product quality levels were achieved through use of standard work and training and standards incorporating – trained and managed operation and inspection techniques and use of tools/data.

* Supported and implemented new, customer-focused processes in accordance with lean principles and practices. Provided training and coaching to improve standard work, work center organization (5S) and housekeeping.
* Ensured compliance with U.S. Food and Drug Administration (FDA) regulations, other regulatory requirements, company policies, operating procedures, processes and task assignments. Managed compliance with sanitation, safety, fire and security regulations.

**Dietary Aid |** Valley View Senior Life | 2015 - 2016

Completed ward nurse prescription requirements, research and production alignment within the effects of diet on health; applied expertise in genomics, nutrition, microbiology, immunology, data analysis/interpretation and chemistry. Cross-trained within dietary departmental operations, while streamlining stocking operations to update procedures and increase efficiency and ensuring compliance with environment cleanliness regulations and organizational policies. Adjusted supplies to facilitate client’s needs by logging and checking inventory.

* Conducted critical admission nutritional risk screening procedure on all new patients, while screening medical records and computer systems for pertinent data that would interfere with nutritional status and specific food intolerance.

**Paraprofessional/ Instructor |** USD 383 | 2014 – 2015

Oversaw multiple instructional training platforms, managing qualification throughout multiple disciplines and classes; supervised entry-level, specialized and advanced systems and compliance training. Developed, implemented, commissioned and conducted continuous process optimization. Reconfigured and standardized course layout to maximize training effectiveness and overall output. Developed course structure and established process flow and cyclic design.

**Customer Service Representative** ǀ Telco ǀ 2012 - 2015

Managed a team of 14 technical customer service representatives orchestrating technical troubleshooting, customer inquiries, complaints, data plans, payment services and damage replacement operations for 4,500+ clients locally. Provided customers with integrated top-notch support, while ensuring courteous, knowledgeable and rapid customer service/problem resolution.

* Hired to assume management of a low performing department. Developed and implemented technical training programs and procedures to transition a failing department into a well performing organization; increased customer satisfaction levels from 35% to over 89% - surpassing the company target.
* Liaised between team members and the Customer Service Manager to synchronize policies and procedures for customer relations, customer inquiries, technical sales and repair.
* Interacted with members to gain feedback and implement changes to better manage store operations and decrease employee absenteeism; implemented a reward and incentives program to surge moral and performance, while increasing attendance rate from 80% to 98%.
* Identified and executed strategies and development of customer inquiry database procedures to continuously simplify, automate and improve efficiency; pinpointed a representative to conduct department renovations and assume full database management, removing duplicate and outdated records while effectively updating new records increasing productivity by 30% in six months.

**Business Owner** |Aquarium World | 2008 -2012

Managed business development operations to provide salt water and fresh water aquarium and pond maintenance; drove year-over-year business growth, while leading operations, strategic vision and long-range planning. Inspected, operated and maintained plumbing system valves, pumps, connections and hoses. Conducted loading, maintenance and operation of various high-pressure pumps, electronic accumulators and manual system/ high pressure valves. Maintained and monitored all equipment, mixing chemicals, changing filters, cleaning and/or changing elements and performing routine water sample testing, using lab equipment and record keeping. Identified clientele and multifaceted projects scopes; applied industry first technology to maximize sales, marketing and customer development, for 150+ customers.

* Conducted research and compared proposals, while streamlining processes to analyze and align data, costs, timelines, inter-organizational configuration and store cross-coordination.
* Orchestrated production, transportation, shipping, receiving and distribution operations.
* Implemented risk mitigation measures to safely use all equipment, adhering to regulatory policies.

**Officer Strength Manager** |U.S. Army | 2004 -2007

Led a select team in planning and synchronizing operations and training throughout the entire organization. Implemented and oversaw organizational policies and procedures to accurately and timely process applicants from all military branches through medical, academic and administrative processing. Advised on matters concerning the organization, functions and operations structure, capabilities and employment of headquarters for operations.

Selected to coordinate personnel manning supporting over 2,000 personnel; provided training and professional development insight to senior leadership, while monitoring personnel strength, readiness and talent management.

* Streamlined processes and data to conduct senior level analysis of personnel; advised executive managers regarding selection and promotion boards.
* Developed and deployed supplemental and reoccurring training for small teams; monitored progress and adapted developmental goals as necessary with improved competence and confidence.