

# Claire Jones

First-year master's student who excels in coordination, clear and concise communication, and attention to detail. Excited to gain experience in an organization that values helping others in effective, efficient ways.

Denton, TX

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## EDUCATION

### **The University of North Texas, Denton, TX — M.A. in Technical and Professional Communication**

ANTICIPATED GRADUATION IN MAY 2026

### **The University of Texas at Tyler, Tyler, TX — B.A. in English**

GRADUATED IN APRIL 2023

- Cumulative 3.72 GPA.

## EMPLOYMENT HISTORY

### **Little Animal Hospital, Longview, TX — Support Specialist**

JUNE 2015 - JANUARY 2021; SEPTEMBER 2023 - AUGUST 2024

- Developed standard operating procedures following American Animal Hospital Association guidelines.
- Used adult learning principles in the development of training materials.
- Cross-trained in multiple positions - veterinary assistant, customer service representative, and kennel technician.

### **Rose City Animal Clinic, Tyler, TX — Receptionist**

MAY 2023 - SEPTEMBER 2023

- Maintained medical records and communication logs with clients.
- Answered inbound phone calls quickly and efficiently to schedule appointments and answer questions for clients.
- Coordinated with higher management and other roles within the organization to provide the highest level of care for-patients.

### **Residence Life Department at the University of Texas at Tyler, Tyler, TX — Resident Assistant**

AUGUST 2021 - APRIL 2023

- Developed and presented learning materials, raising average incident report scores from 68.4% to 81.1%.
- Taught online courses for staff training development.
- Provided excellent customer service while assisting residents with questions, issues, and other administrative tasks.

## SKILLS

Development of learning materials

Verbal and written communication

Technical reports and writing

Microsoft and Google App Suite

Team management and leadership

Customer service

Attention to detail

## AWARDS

Residence Life RA of the Year Award, Spring 2023

UT Tyler Housing and Residence Life ResLifer Award, February 2023

Dean's List of the University of Texas at Tyler, Fall 2022

Liberty Landing Staff Member of the Month Award, September 2021 and February 2023

President's Honor Roll of the University of Texas at Tyler, Fall 2020 and Spring 2021