

Jessica Siller



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Profile

Ambitious Professional Communications student at Old Dominion University, actively enhancing skills in strategic and crisis communications. Recognized as a proud member of PTK Honor Society and Tau Sigma National Honor Society, which highlights commitment to academic excellence. Passionate about developing training modules that help companies improve internal communication, ultimately fostering better public interactions. Strong writing abilities, particularly in crafting engaging fiction, further complement communication expertise.

Work Experience

06/2023 – present
Virginia Beach, Virginia,
United States

Inside Sales Administrator Groundworks

- Managed customer accounts by maintaining accurate records and follow-ups, ensuring a consistent communication flow.

01/2023 – present
Richmond, Virginia, United
States

Author Self Employed

07/2017 – 01/2023

Dealer Operation Escalations SafeStreets USA

- Resolved over 200 dealer escalations by analyzing issues and implementing tailored solutions, which improved dealer satisfaction scores by 30%. This proactive approach helped build stronger relationships with our partners.
- Collaborated with cross-functional teams to streamline communication channels, reducing response times to dealer inquiries by 50%, which allowed us to address problems more efficiently and enhance overall operational effectiveness.
- Developed and led training sessions for new team members on escalation protocols, ensuring everyone was well-equipped to handle complex situations, which contributed to a more knowledgeable and confident team.
- Analyzed trends in dealer complaints and identified root causes, leading to process improvements that decreased recurring issues by 25%, ultimately fostering a more stable and responsive dealer network.

03/2016 – 06/2017
Richmond, Virginia Area

Dental Laboratory Technician Dominion Milling Company

- Provided technical support for Exocad software, which streamlined workflows in the dental lab and improved overall efficiency.
- Developed and implemented digital solutions for dental prosthetics, helping to enhance the precision of restorations and increase client satisfaction.
- Managed the design and production of dental models using CAD/CAM technology, ensuring high-quality outcomes that met exact specifications.
- Collaborated with dentists and dental professionals to understand their needs, which helped tailor solutions that improved patient outcomes.
- Conducted training sessions for lab staff on new technologies and processes, fostering a culture of continuous improvement and skill development.
- Troubleshoot software issues and provided timely resolutions, minimizing downtime and ensuring production schedules stayed on track.

Work Experience

05/2013 – 12/2015
Richmond, Virginia Area

Bookkeeper Kroger

- Managed daily financial transactions, ensuring accuracy and compliance with company policies, which helped maintain a clear financial picture for the store.
- Developed and maintained financial reports, which provided valuable insights into store performance and assisted in strategic decision-making.
- Oversaw account reconciliation processes, promptly resolving discrepancies which improved the overall accuracy of financial records.
- Trained and mentored new team members on bookkeeping procedures, helping them become proficient in managing store finances and enhancing team productivity.
- Collaborated with management to budget and forecast revenue, which played a key role in planning for future operations and investments.
- Implemented efficient filing systems for financial documents, making it easier for the team to retrieve information quickly and reducing time spent on administrative tasks.

06/2011 – 05/2013

Data Entry/Model Work Colonial Dental Lab

- Inputted and verified patient and lab data with a 99% accuracy rate, which significantly reduced errors and improved the overall efficiency of the dental lab processes.
- Organized and maintained digital records of dental models and patient files, streamlining access for the dental technicians and helping them save time during busy periods.
- Collaborated with the production team to ensure timely updates on model progress, which enhanced communication and led to a quicker turnaround time for client orders.

01/2009 – 12/2011

Denture and Maxillofacial Technician Virginia Prosthodontics

- Fabricated custom dentures for over 100 patients, which significantly improved their oral function and confidence, helping many to regain their smiles and enhance their quality of life.
- Collaborated closely with the dentist to adjust prosthetics based on patient feedback, which ensured a comfortable fit and led to a 95% satisfaction rate among clients.
- Implemented a streamlined workflow for denture production, reducing turnaround time by 20%, which allowed for quicker patient appointments and increased overall clinic efficiency.
- Trained and mentored new technicians in advanced fabrication techniques, helping to elevate team skills and maintain high standards of quality in all prosthetic work.

Education

08/2023 – present

Professional Communications | Bachelor of Science - BS Old Dominion University

- Developed strong communication strategies during group projects, which enhanced team collaboration and led to more cohesive presentations that impressed faculty and peers alike.
- Conducted in-depth research on effective messaging techniques, helping to create impactful content that resonated with diverse audiences and improved overall engagement in class discussions.
- Participated in workshops focused on public speaking and media relations, which boosted confidence and refined my ability to deliver clear, persuasive messages in both written and verbal formats.
- Collaborated on a capstone project that analyzed the role of digital media in modern communication, resulting in a well-received presentation that highlighted innovative

Education

approaches and sparked thoughtful conversations among students and faculty.

09/2021 – 05/2023

Business Administration and Management | Associates Thomas Nelson Community College

- Completed coursework in finance and accounting, which provided a solid foundation in budgeting and financial analysis, helping to enhance decision-making skills.
- Developed strong communication skills through group projects and presentations, which improved my ability to convey complex ideas clearly to diverse audiences.
- Engaged in practical case studies that simulated real-world business scenarios, helping to apply theoretical knowledge to tangible challenges faced by companies.
- Collaborated with peers on a marketing project, which resulted in a comprehensive strategy that increased brand awareness for a local business, demonstrating effective teamwork and strategic thinking.

Certificates

09/2025

Communicating Internally during Times of Uncertainty LinkedIn

https://www.linkedin.com/learning/certificates/12ebb5b3aeb5abbc001654f502e630994038343ea1656ff6785bb2d8bf73cfca?trk=flagship-lil_details_mobile_certification

09/2025

Communication Skills for Modern Management LinkedIn

https://www.linkedin.com/learning/certificates/6cda6e5f89c742c86c712ac0775ddd1f7dc467f7d13b1e7eab98ce673e1c6c2a?trk=flagship-lil_details_mobile_certification

09/2025

Communication within Teams LinkedIn

https://www.linkedin.com/learning/certificates/eb2121d6263a4782f47d55202998b26f58e5778bb9970b2569b8a5176da3916d?trk=flagship-lil_details_mobile_certification

09/2025

Corporate Instruction Foundations LinkedIn

https://www.linkedin.com/learning/certificates/47bad5c26b1e62f093dc65d6abcd75174d862de84dfa5ba3947c222cfe4da5a2?trk=flagship-lil_details_mobile_certification

09/2025

Creating a Communications Strategy LinkedIn

https://www.linkedin.com/learning/certificates/0e6485ddac97156ded2db5fec6016a24851517ad6a346994a39a513d7cf923ba?trk=flagship-lil_details_mobile_certification

09/2025

Creating and Giving Business Presentations LinkedIn

https://www.linkedin.com/learning/certificates/bdc5ec5ca3d70f649a56754568776ca05eca9f0e119475f46422fd5fe9fe19e?trk=flagship-lil_details_mobile_certification

09/2025

Effectively Leading Digital Transformation LinkedIn

https://www.linkedin.com/learning/certificates/18623c86f8bd6ae4339abfe70cde57da6cd23bd6424b58c91fcb25d1ce72f352?trk=flagship-lil_details_mobile_certification

09/2025

How to Use Hootsuite Hootsuite Academy 4 All

Certificates

09/2025	Managing Project Stakeholders LinkedIn https://www.linkedin.com/learning/certificates/2d3003a07ac1422548914ff2b0c5d144cda62a2cd6f0e093361a5ebca82c6159?trk=flagship-lil_details_mobile_certification
09/2025	Practical Communication Tips for Managers LinkedIn https://www.linkedin.com/learning/certificates/abeb4118b77d051e07f982de722d92918b4aeaa4fc874aca390d395860685afa?trk=flagship-lil_details_mobile_certification
09/2025	Public Relations Foundations LinkedIn https://www.linkedin.com/learning/certificates/eab37d4d3d2df961f6acfc4cd48be380284b518a74949709d3d8d2347f7cabba?trk=flagship-lil_details_mobile_certification
09/2025	Social Listening with Hootsuite Hootsuite Academy 4 All
09/2025	Social Media Marketing Hootsuite Academy 4 All
09/2025	Social Media Marketing: Strategy and Optimization LinkedIn https://www.linkedin.com/learning/certificates/70f65f27c4d15d27c1c90d3e8495113390dfef16a2d022e42dc1844e7fcec1c0?trk=flagship-lil_details_mobile_certification
08/2025	Charlene Li on Digital Leadership LinkedIn https://www.linkedin.com/learning/certificates/726ca9d1a3e2d208dc5f42c3d373f00492d9fed9a3217fa3f19087c89f312fb5?trk=flagship-lil_details_mobile_certification
08/2025	Digital Marketing Foundations LinkedIn https://www.linkedin.com/learning/certificates/2a54cd87accb4677de421ed1808a85a6221eef85eb92886acdc7e6bfd12e12be?trk=flagship-lil_details_mobile_certification
08/2025	Public Relations Mistakes to Avoid LinkedIn https://www.linkedin.com/learning/certificates/0c5cf3b70d6b1990a00eca58e27d29caf36a30a2ccc9d71c308743dd2ef3d817?trk=flagship-lil_details_mobile_certification

Skills

– LANGUAGES

English
Native

– COMPUTER SKILLS

Microsoft Office
Professional

Canva
Professional

Keyboarding
Professional

File Management
Professional

Data Management
Professional

Digital Marketing
Professional

– INTERPERSONAL SKILLS

Customer Service
Professional

Active Listening
Professional

Leadership
Professional

Time Management
Professional

Skills

– INTERPERSONAL SKILLS

Problem-Solving

Professional

Organizational

Professional

Strengths

Creativity # Active Listening # Solving complex problems # Analytical # Interpersonal
Cultivating Team Orientation # Conflict Management # Multitasking # Leadership

Hobbies



Getting lost in a good book



Capturing moments



Creative Pursuits

Achievements

Omicron Delta Kappa Honor Society

Tau Sigma Honor Society

Phi Theta Kappa Honor Society

National Society of Leadership and Success