

# JESSALYNN SHELDON, B.A.

PEOPLE OPERATIONS ASSOCIATE

📍 Concord, CA  
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✉️ jessalynnsheldon@gmail.com



**Program leader looking to leverage my passion for the healing properties of Cannabis and my Human Resources experience to transition into People Operations or Training Development role with your company.**

**Key strengths include an ability to provide quality support to team members and adapting learning for a variety of audiences with a high degree of professionalism.**

## CORE COMPETENCIES



Relationship Management | Client Communication | Interviewing | Care Coordination | Calendar Management | Documentation | On-boarding & Off-boarding Procedures | HIPPA Compliance | Quality Assurance Management | Multi-Disciplinary Team Communication | Program Development

## PROFESSIONAL EXPERIENCE



2019- Present

### Early Intervention Head Teacher

*We Care Services for Children Concord, CA*

- Head teacher of an early intervention classroom serving toddlers (18 months to 3 years old) who have been identified with or high risk for developing Autism Spectrum Disorder.
- Spearhead technical support to staff to establish and sustain virtual classrooms during the Covid-19 pandemic.
- Collaborate with multi-disciplinary team to ensure optimal support and progress for each child.
- Correspond with families to identify support needs.
- Plan, evaluate, or modify programs based on information gathered by observing children and/or interviewing families.

2016-2019

### Human Resources Assistant

*Clean Sweep Commercial Cleaning Antioch, CA*

- Process, verify, and manage personnel related documentation, including staffing, recruitment, training, grievances, performance evaluations, classifications, and employee leaves of absence for a staff of 30+.
- Facilitate on-going professional relationships and open lines of communication with staff.
- Act as point of contact between staff, the Director of Human Resources, and the company Founder.
- Presented company personnel policies, benefits, programs, and procedures to employees or job applicants.
- Analyze training needs to design employee development, skills training, and health and safety programs.

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## PROFESSIONAL EXPERIENCE CON'T



2015-2017

### Administrative Assistant

*Analytical Behavior Consultants Oakland, CA*

- Perform general office duties, such as ordering supplies, updating records, and performing basic bookkeeping work.
- Prepare intake forms, client interview materials, and obtain proof of Purchase of Services for all incoming clients.
- Compile copies of treatment records, confidential correspondences, and maintain filing systems in compliance with HIPAA Privacy Laws for 50+ clients.
- Manage Regional Center billing processes.

2015-2017

### Lead Manager

*Analytical Behavior Consultants Oakland, CA*

- Member of clinical support team of behavioral therapy programs for children with Autism Spectrum Disorder.
- Maintain a case load of 15+ clients simultaneously
- Review behavior intervention programs with families, and perform follow-ups assessing the quality of services provided.
- Consult with parents or guardians to ensure that current programs are meeting their child's unique needs.
- Connect families to available community resources, or teach skills related to implementing current programs.
- Supervise and provide direct support to behavioral technicians, evaluate performance, and refer staff for further skill development training.

## TECHNICAL SKILLS



Microsoft Office Suite & Databases | Windows PC | Mac OS X | Zoom | Webex | Slack |  
Google Suite | Canva | Adobe Acrobat

## EDUCATION



### Bachelor of Arts in Psychology | University of California, Davis | Davis, CA

- Dean's Honor Roll.
- Research Assistant roles in UC Davis Developmental & Positive Psychology laboratories.
- Co-author of "An Exploration of Implementation Factors in a Classroom-Based Yoga Intervention: Reflections and Lessons Learned from Teachers."