

# JESSICA CLAIRE

100 Montgomery St. 10th Floor ♦ (555) 432-1000 ♦ resumesample@example.com

## SUMMARY

**Professional and knowledgeable Administrative Assistant, Guest Service Associate, and Call Center Representative with 5 years of Customer Service skills, as well as taking high volume inbound and outbound calls in a professional setting. Personable and communicative individual focused on delivering exceptional clerical support with outstanding time management and problem solving skills.**

## SKILLS

- Professional phone etiquette, excellent communication skills and articulate.
- Proficiency in processing payments in form of credit card, check and ebt.
- Strong knowledge of both English and Spanish (spoken and written language.)
- Strength in navigating data bases, spreadsheets and other applications. (Microsoft Word, Excel, Google Sheets, Workday, Kronos, Drop Box, etc.)
- Adapts well to any environment and works calmly under pressure or with fast-paced tasks.
- Customer service-oriented. Multi-line phone proficiency.

## EXPERIENCE

### **Human Resources Specialist - Seasonal, 10/2020 - 11/2020**

Kohl's – City, STATE

- Conducted phone interviews for multiple distribution center locations. - Communicated clearly and listened attentively throughout the interview process to facilitate the exchange of information, and to appropriately assign shifts that matched their day-to-day schedules.
- Utilized Workday to place candidates into appropriate job requisitions, complete job offers, and confirm orientation dates, shift times and schedules.
- Audited payroll edit sheets in Kronos.
- Utilized Google Sheets to create reports for Orientation No Shows, Unreported Absences, and No Call No Shows, confirmed candidate absences in Kronos, and removed from future scheduling.
- Used my discretion to determine eligibility of potential associates based on any First Advantage background hit reports, created Service Now Cases for those associates with criminal history, completed legal forms and adjudicated them; Resulting in either a pass, or fail.

### **Apparel & Accessories Team Member, 09/2018 - 10/2019**

Target – City, STATE

- Used register system to ring up guest purchases, process payments and issue receipts.
- Cross trained to close in multiple departments.
- Recommended merchandise to guests based on needs and preferences.
- Readied merchandise for sales floor by marking items with accurate pricing, printing item codes resetting displays, etc.
- Proficiently used My Device and My Checkout Device to locate items at other locations, ship items to the store for pickup, and to enhance guest shopping experience, and convenience.
- Completed Logistics training to appropriately back-stock items.

### **Consumer Loans Member Service Representative, 04/2018 - 07/2018**

Navy Federal Credit Union – City, STATE

- Answered high volume of back-to-back calls in the consumer loans department
- Responsible for processing consumer loan applications (auto, motorcycle, personal expense, home improvement, debt consolidation, RV and personal water- craft, refinancing, etc.), loan servicing, payment processing in form of internal transfer, ach transfer, and payment reversals, online and mobile banking assistance and enrollment, membership enrollment, etc.
- Received interior form of recognition for fantastic member service as well as de- escalation.
- Received certificate of completion of training and confirmation of the obtained consumer loans skill.
- Successfully used resources available to follow guidelines and complete each task at hand, lessening the need for excessive and inefficient supervisor assistance.
- Used probing questions and problem solving skills to better assist each member and fulfill their needs to the best of my ability.

### **Administrative Assistant/Call Center Representative, 03/2015 - 04/2018**

Capital Meats Incorporated – City, STATE

- Effectively answered calls in a high-volume call center environment with the highest rate of accuracy in the office.
- Achieved 100% accuracy in a two week review of the customer information and transaction data base.
- Processed credit card and check payments by phone.
- Maintained a professional demeanor when speaking to both independent contractors and customers.
- Defused and resolved customer complaints and inquiries effectively and professionally.
- Quickly handled and responded to credit card chargebacks on or before the required due date, and resolved disputes if and when they were due while maintaining a professional tone.
- Answered corporate phone and found an appropriate solution to each situation accordingly.
- Regularly updated both the vehicle fleet list with their current location, mileage and repairs, and the independent contractor list with their active office and dealer ID number.
- Filed and audited receipts for 4 east coast locations and all garage/maintenance transactions.
- Responded to and filed toll violation and corporate invoices and bills.
- Assisted in sorting, labeling and packing apparel inventory.

## EDUCATION AND TRAINING

### **High School Diploma: 12/2015**

St. Clare's College - Departamento De Maldonado, Uruguay

- Completed coursework in Spanish as well as English, in Philosophy, Physics, Biology, Chemistry, Civics, Geography, Math and Literature.

### **Certificate of Completion - Consumer Loan Applications & Servicing: 06/2018**

Consumer Loans Training Department - Winchester, VA

Received Certificate of Completion for Consumer Loans Servicing Training