

Jessica Claire

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SUMMARY Imaginative Floral Designer proudly offering over [Number] years' experience working with clients and creating eye catching sprays, bouquets and centerpieces. Offering well-developed relationship building and order placement skills. Considered a highly adaptable, upbeat employee.

Artistic Floral Designer well-trained in working with clients to bring design visions to fruition. Smart individual with a background creating custom bouquets, arrangements and corsages. Ready for a creative role working for a florist.

Organized and motivated employee eager to apply time management and organizational skills in various environments. Seeking entry-level opportunities to expand skills while facilitating company growth.

- SKILLS**
- Bouquets, corsages and displays
 - Flower storage
 - Client consultations
 - Artistic flower arranging
 - Price negotiation
 - Vendor relationships
 - Customer orders
 - Friendly, positive attitude
 - Communication
 - Conflict Resolution
 - Customer service
 - Team management
 - Decision-making
 - Data Management

EXPERIENCE **FLORAL DESIGNER** 05/2016 to CURRENT

Bristol Farms | San Diego, CA

- Cut, arranged and produced flower bouquets and potted perennial plants according to customer specifications.
- Prepared and processed floral orders to customer specifications via phone or resulting from in-store consultations.
- Communicated clearly and effectively with customers to determine type of arrangement desired, occasion and date, time and location for each arrangement needed.
- Utilized expert communication skills to collaborate with customers and design bouquets, corsages and other floral pieces to meet requirements.
- Ordered and maintained floral inventory and supplies to meet customer demand and offer seasonal varieties.
- Promoted customer satisfaction by recommending flower pairings and greenery options for floral arrangements.
- Participated in client consultations to discuss floral designs for special occasions, christenings, weddings and funerals.
- Shared details on how to properly care for purchased flowers and plants with customers.
- Stayed current on latest floral trends and supplier products by conducting careful research.
- Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.
- Worked successfully with diverse group of coworkers to accomplish goals and address issues related to our products and services.
- Demonstrated leadership by making improvements to work processes and helping to train others.
- Juggled multiple projects and tasks to ensure high quality and timely delivery.
- Demonstrated self-reliance by meeting and exceeding workflow needs.
- Provided excellent service and attention to customers when face-to-face or through phone conversations.
- Attended conferences, trade shows and industry events to increase visibility of market while promoting brand.

PHYSICAL THERAPIST ASSISTANT

08/1997 to 10/2005

At Home Health Care | Naples, TX

- Administered simple range of motion exercises.
- Contributed to patient care plan development and monitoring in outpatient setting.
- Answered patient questions promptly through email, phone and in person.
- Checked calendars and scheduled patient appointments to minimize wait times.
- Observed patients during treatments to compile and evaluate data on responses and progress, providing results to physical therapists.
- Trained patients in correct use, storage and maintenance of assistive devices.
- Assessed patients for available range of motion and current vital signs to optimize treatment plans.
- Helped patients with removing or applying assistive braces, splints or slings.
- Maintained therapy spaces and equipment in top condition by cleaning, sanitizing and inspecting for damages.
- Collaborated with care team to discuss patient treatment plans and progress.
- Documented patient progress, treatments, and data in charts.
- Transported patients between examination, treatment and exercise areas following proper safety techniques.
- Assisted with treatment administration, therapeutic massages and physical therapy exercises.
- Monitored supply inventory and reported on ordering needs.

OFFICE MANAGER

01/1995 to 05/1999

Mistras Group | Houston, TX

- Oversaw receiving and organizing correspondence, answering and forwarding calls and creating business letters and records.
- Maintained impeccable office organization to support efficiency, professionalism and performance objectives.
- Updated details in company database by keying in customer contacts and delivery dates.
- Managed office inventory and placed new supply orders.
- Handled scheduling and managed timely and effective allocation of resources and calendars.
- Trained and mentored administrative staff members in company policies, daily task execution and industry best practices.
- Coordinated office activities and operations to secure efficiency and compliance with company policies.
- Elevated customer satisfaction ratings by resolving client and case issues effectively.
- Reduced financial discrepancies by accurately managing accounting documentation in QuickBooks while maintaining case costs and billing processes.
- Automated office operations for managing client correspondence, payment scheduling, record tracking and data communications.
- Wrote professional business correspondence to maintain strong line of communications.
- Directed and oversaw office personnel activities.
- Solicited vendor quotes to determine optimal material purchase pricing.
- Reduced financial discrepancies by accurately managing accounting documentation while maintaining case costs and billing processes.
- Distributed memos and updates to apprise departments and divisions of corporate objectives and developments.
- Conferred with business leaders to evaluate needs and strategize operational improvements.
- Developed long-term budgets covering office supplies and equipment maintenance to meet organizational demand.
- Conducted staff performance evaluations to monitor progress and recommend professional development plan.
- Coordinated travel arrangements by booking hotel rooms, car rentals and flights for staff.
- Streamlined back office services for clients to promote proper functionality and positive user experience.
- Culled knowledge of federal and state-level mandates to assess compliance across areas of operation.
- Drafted manuals and resources for identifying access to services.
- Cultivated community relations and worked with teams to optimize programs.
- Aided senior leadership during executive decision-making process, meeting with clients to research case, collect data, prepare settlement packages and interpret information for daily report generation.

EDUCATION AND TRAINING **Associate of Applied Science | Physical Therapy Assisting** 05/1998
Georgia Perimeter College, Decatur, GA