

# JESSICA CLAIRE

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☎ (555) 432-1000

📍 100 Montgomery St.  
10th Floor

## SKILLS

- Active Listening
- Attention To Detail
- Bilingual (English/Croatian)
- Verifying Order Accuracy
- Providing Feedback
- Organization and Planning
- Upbeat and Outgoing Attitude
- Teamwork

## EDUCATION

**Cedar Cliff High School**  
Camp Hill, PA • 05/2015  
*High School Diploma*

## PROFESSIONAL SUMMARY

Versatile team member offering over 5 years of experience handling tasks smoothly and efficiently. Adapting well to changing processes, programs and team requirements. Eager to contribute to growing company. Enthusiastic, Hard working, focused on delivering excellent service to customers.

## WORK HISTORY

**Kroger - Digital Personal Shopper**  
Denver, CO • 12/2018 - Current

- Maintained high satisfaction ratings by completing orders quickly and making good selections for customers.
- Memorized store layouts and planograms to fulfill orders using shortest, most efficient route.
- Reviewed customer orders closely to locate desired items and checked app regularly to identify changes.
- Served customers with knowledgeable, friendly support at every stage of shopping and purchasing.
- Consistently met deadlines and quality goals for accuracy and timeliness.
- Tracked substitutions and informed customers of changes.
- Placed completed orders in labeled, temperature-appropriate storage pending customer pick up.
- Worked productively with customers to meet order requirements and service expectations.
- Reviews orders prior to pick up for accuracy and purchase-by dates.
- Picked quality and accurate items for 300 daily customer orders.

**Weis Markets - Deli Associate**  
City, STATE • 09/2017 - 11/2018

- Carefully prepared orders by slicing, weighing and packaging cheeses and meats and accurately calculated prices.
- Maintained clean, trash-free workspaces to maximize productivity and safety.
- Strictly followed sanitation and food safety guidelines as required by regulatory agencies and company.
- Cleaned and sanitized dishes and utensils, consistently keeping adequate supplies on hand for expected customer loads.
- Opened new inventory and rotated stock by dates to maintain freshness.
- Restocked supplies and prepared additional ingredients during downtime for expected busy periods.
- Prevented food spoilage by monitoring dates, rotating stock and following proper storage procedures.
- Listened carefully to customer instructions and prepared orders according to those preferences.
- Made food according to standard recipes with requested changes for customer satisfaction.
- Responded to telephone inquiries regarding available products and services and helped customers make appropriate choices.
- Delivered exemplary customer service to guests, even in peak business periods to promote retention.
- Learned other teammates' work tasks to train as backup.
- Created appealing food arrangements for party trays and specialized orders.

**Walmart - Toys Sales Associate**  
City, STATE • 04/2016 - 09/2017

- Greeted customers, helped locate merchandise and suggested suitable options.
- Answered customer questions about products and services, helped locate merchandise and promoted key items.
- Checked pricing, scanned items, applied discounts and printed receipts to ring up customers.
- Listened to customer needs and desires to identify and recommend optimal products.
- Stocked merchandise, clearly labeling items, and arranging according to size or color.
- Offered each customer top-notch, personal service to boost sales and customer satisfaction.
- Coordinated restocking of sales floor with current merchandise and accurate signage for current promotions.
- Balanced and organized cash register by handling cash, counting change and storing coupons.
- Displayed merchandise by arranging in appealing ways to boost sales.
- Managed efficient cash register operations.
- Provided exceptional services and pleasant shopping experiences to retail customers.
- Created inviting environment for customers by maintaining store organization and cleanliness.
- Refunded payments for returned items, processed exchanges and offered store credit to achieve customer satisfaction.
- Prioritized helping customers over completing other routine tasks in store.