

JESSICA CLAIRE

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Professional Summary

Knowledgeable and motivated business and sales professional bringing 7 years of experience in customer services with a strong attention to detail. Successful background at exceeding quotas, strengthening financial controls, and streamlining processes and procedures to maximize efficiency and accuracy.

Education

Bachelor of Science: Finance and Economics, Accounting, 04/2020

Grand Canyon University - Phoenix, AZ

- Graduated Cum Laude with 3.59 GPA
- Coursework in Business Management, Accounting, and Natural Sciences
- Awarded GCU President/Provost Scholarships (2016-2020)
- Achieved Dean's List (7 semesters)
- Member of Finance and Economics Club (2019-2020)
- Graduate of GCU Honors College
- Honors College Leadership Symposiums Engagement

Skills

- Exceptional customer service and interpersonal skills
- Problem solving with creativity and acute attention to detail
- Sales expertise
- Organizational development and strategy
- Guest relations management
- Proficient in Quickbooks and Microsoft Office - Excel, Word, PowerPoint
- Recordkeeping, statement and report preparation
- IRS Tax Code and due diligence
- Highly organized and analytical

Work History

Accountant and Human Resources Manager, 08/2020 to 10/2020

Optima Tax Relief – Santa Ana, CA

- **Strengthened and streamlined operational efficiencies** by building and consistently updating centralized management oversight records
- Advised decision-makers on complex, confidential matters ranging from performance management and tax strategy to third party relations issues
- Forecasted financial demands and **developed forward-thinking approaches** to achieve business objectives and appropriately direct management efforts; Managed weekly payroll for 50+ contractors and managers
- Aided in establishment of company-wide **continuous improvement** standards and reward system to encourage contractors to achieve at higher level
- Coordinated new hire onboarding; Assisted in development and reviewing of legal contracts; Oversaw legal compliance

Tax Preparer, 01/2020 to 03/2020

Colliers International – El Segundo, CA

- Consulted with clients in storefront office settings to file individual state and federal tax returns; Maintained complete records for due diligence purposes

General Intern; Social Media Marketing Manager, 03/2019 to 09/2019

Department Of Defense – Kunia, HI

- Accounting Intern: Sales account management with reconciliation and maintenance, and preparation and analyzation of company-, supplier-, and employee-level **sales reports** and charts; Assisted with month- and quarterly-end closings and financial statement preparation
- Management Assistant: Developed, facilitated, and **led office-wide training and support functions** for transition to new operational CRM system; Accurate data entry
- Marketing Coordinator: Developed and maintained content calendar and social media product marketing pages, utilizing keyword reljessicancy and branding to achieve SEO goals - **successfully grew following and engagement over 250%**

Sales Associate, 05/2018 to 08/2018

Tilly's, World Of Jeans – City, STATE

- Delivered **personalized customer service**, growing rapport and customer brand loyalty
- Worked alongside retail team members to boost sales - up-selling strategies, enhancing presentations, advertising and promoting company brands
- Engaged in corporate sales trainings and collaborated with sales team to reach targets, consistently meeting or exceeding personal and store quotas

Guest Services Representative, 10/2016 to 06/2017

Grand Canyon University Arena – City, STATE

- Directed event traffic, managed crowds of over 5,000 people, and made accomodations for attendees with handicaps or disabilities
- Effectively diffused tense or hostile situations of guest conflict with a positive attitude focused on **customer satisfaction**
- Promoted upcoming events and an energized, upbeat environment

Front Desk Coordinator, Conference Center Hostess, 05/2016 to 08/2016

Holiday Inn Express & Suites – City, STATE

- Arranged accomodations and travel plans for visitors
- Maintained efficient professional environment
- Dependably modeled exceptional hospitality, making guests feel genuinely welcome and valued
- Managed guest experience-related problems with **problem solving** to remediate issues; **Collaborated with all team members** to handle guest requirements throughout their stay
- Maintained financial accuracy by collecting all charges due and preparing daily reports with cash drawer reconciliation
- Prepared meals for and **catered events** in hotel conference center