

JESSICA CLAIRE

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SKILLS

- Goal Setting
- Work Planning and Prioritization
- Forecasting and Reporting
- Client Engagement
- Reports and Documentation
- Analytical Thinking
- Problem-Solving
- Requirements Gathering
- MS Office
- Customer Relationship Management
- Staff Management
- Integrity and Honesty
- Continuous Improvement
- Project Leadership
- Client Rapport
- Business Planning
- Attention to Detail
- Employee Management
- Research and Development
- Project Implementation
- Cost Analysis

EDUCATION AND TRAINING

Barry Goldwater High School
Phoenix, AZ • 05/1997
High School Diploma

SUMMARY

Attentive and goal-focused brings successful approach to cultivating complex best practices to meet organizational and regulatory expectations. Detail-oriented focus on achieving expected outcomes. Enthusiastic hard worker with expertise in cultivating lucrative client relationships and implementing better processes and procedures.

EXPERIENCE

Livingston International - Consultant

Houston, TX • 07/2011 - Current

- Assisted in developing and implementing different workflows and communication processes.
- Conducted research, surveys and interviews to gain business insights.
- Participated in training and managing new hires to bring new team members up to speed.
- Collaborated with stakeholders to gain complete understanding of project goals and objectives.
- Provided consultation and training support to clients regarding [Software] operation
- Monitored contract requirements, invoices and receivables to keep books in order.
- Developed and implemented new procedures to facilitate business growth.
- Placed orders for customer purchases and personal inventory to maintain consistent stock.
- Kept customer information confidential and handled details accurately.
- Delivered high level of service to customers in effort to build upon relationships for future.
- Reviewed diverse organizational problems to assess concerns with workflows, communication and cost controls.
- Met with clients and discussed the scope of the project to ascertain how long it would take and what resources would be needed.
- Devised new and improved records management programs to organize and protect data.

Adecco Group Inc. - Independent Contractor

Woodbridge, VA • 05/2007 - 01/2011

- Managed quality control and maintained high level of customer satisfaction.
- Delivered high level of customer service and support by answering questions and returning phone calls quickly.
- Reviewed customer requests, resolved questions and defined specifications before completing orders.
- Kept client satisfaction high by consulting closely at various stages and incorporating important feedback.
- Worked well with architects, clients and fellow contractors to achieve project visions.
- Brought in substantial word-of-mouth business based on quality of work and customer service skills.
- Estimated projects, procured materials and controlled costs to meet exact budget targets.
- Avoided costly rework and codes issues through regular inspections of in-progress work and strong project planning abilities.
- Identified and analyzed business strategies to increase company longevity.
- Displayed strong telephone etiquette, effectively handling difficult calls.
- Identified needs of customers promptly and efficiently.
- Maintained positive working relationship with fellow staff and management.
- Created plans to propose solutions to problems related to efficiency, costs or profits.
- Utilized document management system to organize company files, keeping up-to-date and easily accessible data.
- Analyzed key performance indicators to identify effective strategies.
- Oversaw quality control to identify inconsistencies and malfunctions.
- Worked closely with human resources to support employee management and organizational planning.
- Evaluated needs of departments and delegated tasks to optimize overall production.
- Monitored operations and reviewed records and metrics to understand company performance.
- Identified areas for improvement, narrowing focus for decision-makers in making necessary changes.

Caldwell Communications - Sales Consultant

City, STATE • 08/2003 - 04/2007

- Listened to customers to understand needs and refer to optimal services.
- Greeted incoming customers and provided expert sales and service to drive revenue.
- Demonstrated products in effort to show potential buyers benefits and advantages and encourage purchases.
- Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.
- Cultivated productive relationships with existing customers through exceptional follow-up after sales.
- Handled credit and debit card payment processing to complete purchasing experience.
- Increased revenue by skillfully upselling and closing customer sales and driving product benefits around client needs.
- Boosted client satisfaction ratings by offering proactive resolution ideas while driving actionable responses to questions, concerns or challenges.
- Generated sales across complete sales cycle process from prospecting through contract negotiations and closings.
- Landed new customer accounts through consistent combination of perseverance, dedicated cold calling and exceptional service.
- Priced out products for customers and drew up sales paperwork.
- Worked with fellow sales team members to achieve group targets.
- Placed orders and answered customer questions in-person, through email and over phone to maximize customer service.
- Monitored customer order process and addressed customer issues.
- Identified customer needs to deliver relevant product solutions and promotions and meet target budgets.
- Improved overall customer purchasing experiences to promote steady revenue.
- Answered product questions with up-to-date knowledge of sales and promotions.
- Demonstrated product features to align with customer needs.
- Developed targeted lists and new business opportunities, accelerating sales process to achieve results.
- Presented products and services to prospective and existing customers to meet client needs.
- Adhered to company initiatives and achieved established goals.
- Developed customized sales techniques to successfully sell and upsell services to new and existing clients.
- Developed key customer relationships to increase sales.
- Created successful strategies to develop and expand customer sales.