

JESSICA CLAIRE

✉ resumesample@example.com

☎ (555) 432-1000

📍 Montgomery Street, San
Francisco, CA 94105

SKILLS

- Strong written and oral communication
- Superb interpersonal skills
- Training and mentoring
- Excellent customer service skills
- Ability to work independently
- Problem solver/ critical thinker
- Flexible
- Sales
- Technology

EDUCATION

University Of Maryland - College
Park
College Park, MD
Bachelor of Arts

PROFESSIONAL SUMMARY

I am a highly motivated and personable Customer Service professional with over 10 years of experience in offering excellent customer service in varying capacities.

WORK HISTORY

Albany Charter School Network - English Language Arts Teacher
Cary, NC • 01/2018 - 01/2020

- Create and manage systems for tracking large amounts of data.
- Mentorship
- Customer Service
- Utilized multimedia strategies and technology to convey information in fresh and interesting ways

Cvs Health - Beauty Consultant
Kapolei, HI • 08/2015 - 10/2016

- Completed purchases and processed payments
- Recommended appropriate products to meet customers' individual needs
- Arranged merchandise to present visually appealing displays that drive sales
- Maintained reports of transactions and greeted customers when entering and leaving establishment

Pae Incorporated - Law Clerk
Duluth, MN • 02/2010 - 03/2012

- Administrated databases containing client information and vital data to facilitate office operations
- Drove quality control efforts by minimizing downtime and maximizing efficiency to increase revenue
- Kept physical files and digitized records organized for easy updating and retrieval by authorized team members
- Directed incoming calls to internal personnel and departments, routing to best-qualified department
- Assisted in administrative duties for office team, including making phone calls, copies and schedules
- Resolved customer problems and complaints

International Paper Company - Customer Service Supervisor
Auburn, ME • 01/2005 - 02/2009

- Exceeded team goals and collaborated with staff members to implement customer service initiatives
- Evaluated interactions between associates and customers to assess personnel performance and customer satisfaction
- Conducted training and mentored team members to promote productivity, accuracy and commitment to friendly service
- Daily transactions of utility payments, store returns, Ticket Master ales, payroll, money order sales, cashier closeout accounts, store closing accounting
- Helped employees with day-to-day work and complex problems by applying motivational and analytical strategies
- Managed store call volume of 200+ calls per day, directing them to appropriate departments
- Managed customer complaint
- Assessed and authenticated customer exchanges, voids and returns
- Managed complex transactional and emotional customer situations promptly and professionally while meeting service commitments