

# JESSICA CLAIRE

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## PROFESSIONAL SUMMARY

Tireless, well-organized Customer Advocate determined to resolve customer concerns to complete satisfaction. Balances company requirements against customer needs. Highly professional and courteous in all interactions.

## SKILLS

- Upbeat and Positive Personality
- Efficient and Detail-Oriented
- Issue and Complaint Resolution
- Calm and Professional Under Pressure
- Multitasking and Prioritization
- De-escalation Techniques
- Responding to Difficult Customers
- Understanding Customer Needs
- Customer Account Management
- Courteous with Strong Service Mindset
- Upselling Products and Services
- Verbal and Written Communication
- Data Entry and Maintenance
- Creative Problem Solving
- Building Customer Trust and Loyalty
- Proficiency in Microsoft Office and G Suite
- Computer Proficiency
- LiveChat Messaging
- Call Volume and Quality Metrics
- Document and Records Management
- Establishing and Maintaining Customer Relationships
- Multi-Line Phone Systems
- Excellent Attention to Detail
- Time Management
- Inbound and Outbound Calling
- Team-Oriented and Cooperative
- Patient and Empathetic

## WORK HISTORY

**Customer Advocate**, 08/2019 - Current

**American Electric Power** – Logan, WV

- Documented customer concerns and inquiry resolutions in internal computer system.
- Researched and resolved account and service problems with friendly, knowledgeable support.
- Served as point of contact for customers and worked to resolve Transportation issues.
- Used Cad to maintain records of filed complaints and results, as well as other customer service department data.
- Performed research activities to understand consumer needs and opportunities to inform.
- Contacted outside providers on behalf of customers to help solve problems.
- Listened to customers in actively to assess issues and provide accurate information.
- Answered as many as 70 calls each day focused on answering **transportation** questions.
- Accessed multiple databases to investigate customer questions and concerns.
- Educated customers about billing, payment processing and support policies and procedures.
- Communicated professionally with colleagues, freelancers and clients.
- Maintained up-to-date knowledge of product and service changes.
- Exhibited high energy and professionalism when dealing with clients and staff.

**Weed Eater**, 06/2015 - 07/2019

**Center For Sleep Apnea & Tmj** – Holly Springs, MS

- Developed lasting customer relationships and grew network over time.
- Followed planned landscaping designs to determine placement of sod, sown grass, flowers and foliage.
- Used trimmers and chainsaws for grounds maintenance, brush clearing and tree removal and thinning.
- Maintained routine landscaping schedules to boost lawn health.
- Provided expert lawn care, mulching, aerating and trimming around walks, walls and flower beds.
- Removed weeds, hazards and debris from common pathways to improve usability.

**LPN**, 05/2014 - 05/2015

**Acme Brick Tile & More** – City, STATE

- Monitored, tracked and conveyed important patient information to healthcare staff to help optimize treatment planning and care delivery.
- Cared for wounds, provided treatments and assisted with procedures.
- Managed patient care through closely monitoring respiration, blood pressure and blood glucose levels.
- Evaluated patients to identify and address wounds, behavioral concerns and medically relevant symptoms.
- Gathered lab specimens, ordered testing and interpreted results to diagnose patients.
- Obtained biological specimens for ordered tests and prepared for laboratory transport.
- Assisted with feeding and monitored intake to help patients achieve nutritional objectives.
- Performed routine evaluations of each patient's status, needs and preferences.
- Documented accurate and complete patient information to address patient problems and expected outcomes.
- Used aseptic techniques to provide sterilized wound care and dressing applications.
- Delivered updates in patient status to charge nurse, recording changes in medical records.
- Offered immediate assistance in emergency and routine paging situations to evaluate needs and deliver care.
- Assisted with admissions, appointments, transfers and discharges.
- Obtained patient vital signs and input/output measurements from inpatients.
- Performed functional assessments for admission and discharge.
- Supported physicians during examinations and scans to assist with diagnostic procedures.
- Minimized staff and patient infection risk by cleaning and disinfecting equipment instruments.
- Comforted and counseled patients and families throughout care process.
- Administered controlled narcotics, inserted IVs and performed catheterizations.
- Collaborated with interdisciplinary team of healthcare and social service providers to address patients' needs through effective intervention and care planning.
- Made valuable contributions to care-plan development and patient education processes backed by thorough research into client diagnoses.
- Managed appointment calendar for scans, lab tests, and evaluations.
- Educated patients and caregivers on medical diagnoses, treatment options, chronic disease self-management and wound management.

**Customer Service Representative**, 06/2012 - 05/2013

**Kavanaugh CallCenter Group** – City, State

- Provided primary customer support to internal and external customers.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Developed community reputation through commitment to customer satisfaction and strong client relationships.
- Responded to customer requests for products, services and company information.
- Cultivated customer loyalty, promoted repeat business and improved sales.
- Provided information regarding charge accounts and loyalty programs.
- Fielded customer questions regarding available merchandise, sales, current prices and upcoming company changes.
- Used company troubleshooting resolution tree to evaluate technical problems and find appropriate solutions.
- Communicated with vendors regarding backorder availability, future inventory and special orders.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Recommended products to customers, thoroughly explaining details.
- Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
- Collected customer feedback and made process changes to exceed customer satisfaction goals.
- Evaluated account and service histories to identify trends, using data to mitigate future issues.
- Answered constant flow of customer calls with minimal wait times.
- Consulted with outside parties to resolve discrepancies and create expert solutions.
- Leveraged sales expertise to promote products and capitalized on upsell opportunities.
- Assisted customers with setting appointments, special order requests, and arranging merchandise pick-up.

## EDUCATION

**Associate of Science: Nursing**, 05/1999

**Lee County Vo Tech** - Jonesville, VA

**High School Diploma**: 05/1998

**Lee High School** - Jonesville, VA