

JESSICA CLAIRE

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Professional Summary

Multi-tasking perseverance well-known for creating positive workplace culture through hard work, attention to detail and excellent organization skills. Motivated to learn, grow and excel. Demonstrated customer and reliability expertise.

Skills

- Organization
- Customer service
- Staff training and development
- Communications
- Problem resolution
- Operations management

Work History

Lead Computer Based Testing Support, 08/2014 to 03/2019

Hyatt Hotels Corp. – College Park, GA

- Communicated best practices among on-site and external personnel to align efforts and goals.
- Identified and communicated customer needs to supply chain capacity and quality teams.
- Coordinated site investigations, documented issues and escalated to executive teams as needed.
- Engaged prospects and customers through various events, including tradeshows, seminars and workshops.
- Supervised site investigations, reported issues and escalated those that required further assistance.
- Consistently trained employees to minimize loss and increase sales.
- Increased operational efficiency by developing improved filing systems for confidential client records and reports.
- Reduced customer service complaints by designing new methods of resolution.
- Performed supplier risk evaluations and supported regulatory inspections.

Shoe Department Associate, 05/2018 to 08/2018

Kohl's – City, STATE

- Listened to customer needs and desires to identify and recommend optimal products.
- Opened, shelved and merchandised new products in visually appealing and organized displays for optimal sales promotions.
- Answered questions about store policies and concerns to support positive customer experiences.
- Managed efficient cash register operations, including scanning items, processing payments and issuing receipts.
- Worked with diligence to regularly meet or exceed special targets, including credit card applications, special donations and specific product promotions.
- Promoted customer loyalty and consistent sales by delivering friendly service and knowledgeable assistance.
- Checked prices for customers and processed items sold by scanning barcodes.
- Improved operational efficiencies while managing customers requests, store inventory, transactions, new purchase orders and pricing needs.
- Assisted customers by answering questions and fulfilling requests.
- Replenished sales floor merchandise and organized shelves, racks and bins for optimal appearance.
- Issued receipts and processed refunds, credits, or exchanges.
- Managed promotional in-store signage and displays and re-stocked merchandise from returns or dressing rooms.
- Monitored customers for signs of security concerns and escalated issues to management.
- Greeted customers and helped with product questions, selections, and purchases including in-store and e-service transactions.
- Helped customers complete purchases, locate items and join reward programs to promote loyalty, satisfaction and sales numbers.
- Stocked merchandise each month, clearly labeling items, arranging according to size or color and preparing attractive displays.
- Maintained up-to-date knowledge of store sales, payment policies and security standards.
- Educated customers on promotions to enhance sales.
- Assisted customers with locating and choosing merchandise in any store department.
- Folded and arranged merchandise in attractive displays to drive sales.
- Organized store merchandise racks and displays to promote and maintain visually appealing environments.
- Provided accurate information about promotions, customer programs and products, helping drive high customer retention.

Waitress, 05/2016 to 07/2016

Kijima Sushi – City, STATE

- Maintained order efficiency and accuracy through clear communication with kitchen staff, earning numerous recommendations from satisfied customers.
- Resolved guest and employee complaints to maintain complete customer satisfaction and workforce effectiveness.
- Maintained customer satisfaction with timely table check-ins to assess food and beverage needs.
- Greeted new customers, discussed specials, took drink orders and built immediate positive connections with guests.
- Prepared beverages and filled food orders for customers.
- Shared knowledge of menu items and flavors, enabling customers to make personal decisions based on taste and interest.
- Bussed and reset tables per shift, working efficiently to keep dining room and work areas clean.
- Carried out complete opening, closing and shift change duties to keep restaurant working efficiently and teams ready to meet customer needs.
- Checked identification to enforce age regulations for alcoholic beverages.
- Prepared hot and cold beverages to highest standard while providing guests with legendary customer service.
- Inspected dishes and utensils for cleanliness, sending back to be washed again when necessary.
- Collected credit card, cash and gift certificate payments and dispensed change for cash transactions.
- Stored food in designated containers and storage areas to increase shelf life, improve kitchen organization and provide easy access during busy peak service times.
- Collaborated with kitchen staff to correctly update customers on unavailable dishes and wait times.
- Folded napkins and prepared silverware sets to provide adequate supply for host station.

Education

Bachelor of Science: Psychology, 12/2020

University of Colorado Denver - Denver, CO