

JESSICA CLAIRE

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 100 Montgomery St. 10th Floor

SUMMARY

Motivational leader and organizational problem-solver with advanced supervisory, team building and customer service skills. Experience stepping into roles and quickly making positive changes to drive company success. Focused on using training, monitoring and morale-building techniques to maximize employee engagement and performance.

SKILLS

- Business Unit Oversight
- Calm Under Pressure
- Staff Training
- Complex Problem Solving
- Customer Relationship Management
- Negotiation and Conflict Resolution
- Customer Service
- Marketing Promotions
- Computer Skills
- Professional and Courteous

EDUCATION AND TRAINING

J. Earl Selz High School
Pilot Point, TX • 05/1988

High School Diploma

Cooke County College/ TWU
Gainesville, TX

Physical Therapy (Pre-Physical Therapy)

EXPERIENCE

Culvers Restaurant - Management

Pooler, GA • 01/2018 - 05/2022

- Assisted with administrative tasks to better understand industry processes.
- Examined merchandise to correctly price and display products.
- Resolved client issues by delivering excellent customer service and maintaining positive attitude.
- Balanced cash drawer daily and performed opening and closing duties.
- Collaborated with management on marketing strategies to increase sales and gross profit.

Hines - Property Manager

Sunnyvale, CA • 01/2017 - Current

- Handled resident complaints and expedited maintenance requests.
- Collected monthly assessments, rental fees, deposits and payments.
- Updated tenant and unit information to keep current in housing database.
- Maintained in-depth knowledge of competition through consistent evaluation of market conditions and trends.
- Solicited and analyzed bids for repairs, renovation and general maintenance.
- Managed overall tenant relations, promoted tenant satisfaction and streamlined services delivery.
- Liaised between company and owners to address and remedy ongoing concerns.

Hilton Worldwide - Waitress

Seattle, WA • 05/2021 - 03/2022

- Greeted customers, answered questions and recommended specials to increase profits.
- Maintained accuracy while handling payments, giving change and printing receipts to customers.
- Addressed concerns or complaints quickly to improve service and escalated more advanced issues to management for resolution.
- Utilized POS system to total meal costs and add taxes for final bill calculation.
- Prepared both alcoholic and non-alcoholic beverages as specified by patrons, consistently delivering to tables or bar without spillage.
- Circulated within assigned areas to assess and address customer needs, effectively prioritizing tasks during peak hours.
- Entered customer food orders into computer system.

Hilton Worldwide - Waitress

Las Vegas, NV • 08/2020 - 04/2021

- Handled food safely and kept spaces clean to protect customers from foodborne illness and maintain proper sanitation.
- Prepared salads, appetizers and garnishes to assist kitchen staff.
- Addressed concerns or complaints quickly to improve service and escalated more advanced issues to management for resolution.
- Stocked server areas with supplies before, during and after shifts.
- Utilized POS system to total meal costs and add taxes for final bill calculation.
- Circulated within assigned areas to assess and address customer needs, effectively prioritizing tasks during peak hours.

Giant Eagle - Cashier

Parma, OH • 01/2016 - 01/2018

- Accepted cash and credit card payments, issued receipts and provided change.
- Operated cash register, collected payments and provided accurate change.
- Processed sales transactions to prevent long customer wait times.
- Completed daily recovery tasks to keep areas clean and neat for maximum productivity.
- Tracked company inventories, moved excess stock and arranged products to improve sales.
- Trained new team members in cash register operation, stock procedures and customer services.
- Answered customer questions, provided store information and directed customers to designated store areas.

Giant Eagle - Cashier

Barberton, OH • 01/2012 - 01/2014

- Operated cash register, collected payments and provided accurate change.
- Accepted cash and credit card payments, issued receipts and provided change.
- Processed sales transactions to prevent long customer wait times.
- Learned roles of other departments to provide coverage and keep store operational.
- Tracked company inventories, moved excess stock and arranged products to improve sales.
- Trained new team members in cash register operation, stock procedures and customer services.

Ecolab Inc. - Pest Control Specialist

Inglewood, CA • 02/2009 - 01/2011

- Adhered to safety procedures when applying pesticides to reduce exposure to people and animals.
- Estimated costs, collected payments and issued receipts to keep financial and client account accurate.
- Determined which method of elimination would be the most effective depending upon the type of pest and degree of infestation.
- Recognized for consistent quality service and efficiency.
- Followed all company protocols when applying pesticides on the inside and outside of structures.
- Explained and reviewed service agreements with customers to cultivate understanding and customer satisfaction.

Paycom Software, Inc. - Banking Specialist

Jersey City, NJ • 01/2006 - 12/2008

- Maintained confidentiality of bank records and client information, directed specific questions to appropriate branch personnel and exceeded customer service satisfaction ratings.
- Prepared official checks for customer and internal bank needs.
- Leveraged customer service and sales abilities to consistently meet performance goals.
- Promoted facility security by monitoring customer behaviors and following established protocols to protect individuals and assets.
- Liaised between bank branches regarding best practices and operations.
- Balanced daily cash deposits and vault inventory with zero error rate.
- Offered every customer exceptional service levels by remaining friendly and professional during every transaction.
- Fulfilled diverse duties to provide customer service, operate money counters, balance and replenish ATMs, maintain accounts and open new accounts.

Pacific Nw Federal Credit Union - Owner/President of Operations

Pa, PA • 01/1997 - 01/2006

- Supervised performance of workers with goals of improving productivity, efficiency and cost savings.
- Hired and trained new department managers to increase team oversight and productivity.
- Led startup and opening of business and provided business development, creation of operational procedures and workflow planning.
- Enhanced operational performance by developing effective business strategies, systems and procedures.
- Analyzed client business needs and assisted in determining appropriate resources and strategies.
- Developed and implemented successful sales strategies to meet business goals.

Control4 Corporation - Mortgage Loan Processor

City, STATE • 01/1996 - 12/1997

- Created and completed loan submission packages.
- Discussed loan needs and financial histories with clients and conveyed information regarding application processes.
- Checked approvals against established bank and government lending standards.
- Evaluated financial statements and contacted institutions and customers to clarify details.
- Upheld compliance with privacy and security requirements, as well as federal statutes covering VA loans.
- Worked with third-party vendors to address and clear loan closing requirements.

FSB Of Texas - Accounting Clerk

City, State • 01/1994 - 01/1996

- Prepared monthly and year-end closing statements, financial documents and invoices.
- Analyzed documentation and standard financial statements for accuracy.
- Supported clerical and administrative needs of senior department staff.
- Processed both outgoing and incoming payments and invoices.
- Communicated with senior accounting staff about discrepancies and devised plans to reconcile financial issues.
- Entered invoices into account software, updated accounts and identified aging balanced ready for collections activities.