

JESSICA CLAIRE

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Summary

Professional Customer Service Representative devoted to maximizing customer satisfaction.

Possessing excellent organizational, communication and multitasking abilities. Self motivated, skilled at meeting and exceeding established targets and goals. Designer with talents in creating digital designs and custom made tumblers. Motivated Small Business Owner, successful at overseeing all areas of daily operations. Well-versed in performing effectively across diverse industries. Expert at coordinating and completing projects with minimal supervision. Proven strengths in MS Office Suite and multi-line telephone systems.

Skills

- Multi-tasking abilities
- Computer literate
- Design strategy
- Customer service
- Microsoft Office Suite
- Critical thinking
- Active listening
- Conflict resolution
- Problem-solving abilities
- Business development understanding
- Product organization
- Technologically savvy
- Call Center Operations
- Shipping and receiving understanding
- Inbound and Outbound Calling
- Courteous demeanor

Experience

Designer, 02/2020 to Current

Cleaver Brooks – Geneseo, IL

- Generated digital image files for use in digital and traditional printing.
- Submitted rough drafts to clients to gain approval.
- Thoroughly researched design topics and studied information pertaining to topics.
- Assessed inventory levels and ordered new materials, and protective supplies needed to accomplish project goals.
- Submitted design ideas to plan projects with customers.
- Produced projects for advertising and informational purposes.
- Utilized knowledge of production to create high quality images.
- Adjusted images sizes and selected fonts for custom made tumblers and projects.

Expeditor, 01/2019 to 04/2019

Miller's Ale House – Boynton Beach, FL

- Coordinated service for food runners and other kitchen staff.
- Assessed current inventories and brought in supplies to keep stock within optimal levels for expected demands.
- Monitored project progress and presented status to leaders to solve productivity issues.
- Gained broad base knowledge in restaurant operations, both front-of-house and back-of-house.
- Completed final preparations of dishes and quickly delivered items to customers.
- Relayed orders and special requests to cooks.
- Memorized dining room floor plans and understood seat number system.
- Planned and managed customer orders, checked dishes before delivery for accuracy, presentation and temperature and coordinated delivery to tables in correct sequence.

Waitress and Food Runner, 04/2015 to 01/2019

Coffee& – City, STATE

- Checked on guests to verify satisfaction with meals and suggested additional items to increase restaurant sales.
- Communicated with kitchen staff frequently to stay up-to-date on supply availability and potential customer wait times.
- Prepared salads, appetizers and garnishes to assist kitchen staff.
- Welcomed guests with personable attitude and brought beverage orders while reviewing menu options.
- Operated POS terminals to input orders, split bills and calculate totals.
- Maintained knowledge of menu items, garnishes, ingredients and preparation methods to assist guests with menu selection.
- Documented food orders and ran items to guest tables in dining room.
- Reset tables between guests, refilled condiments and wiped down surfaces.
- Completed final preparations of dishes and quickly delivered items to customers.
- Stocked server areas with supplies before, during and after shifts.
- Calculated charges, issued table checks and collected payments from customers.

Bridal Consultant/Assistant Manager, 04/2006 to 03/2015

Charisma/Tuxedo Den – City, STATE

- Assisted bride in picking out perfect dress, groom's tuxedo and bridal party fashions.
- Kept stock room organized so merchandise could be transferred quickly to sales floor.
- Developed and maintained positive customer relationships through effective communication.
- Assisted customers with locating merchandise and complementary items.
- Responded promptly to customer inquiries, needs and problems.
- Trained new employees on customer service and quality assurance standards.
- Stocked shelves and supplies and organized displays to focus customer attention on specific items.
- Maintained visually appealing and effective displays for entire store to drive sustained revenue and move target products.
- Recommended merchandise to customers based on needs and preferences.

Education and Training

GED: 05/1993

Job Corps - McKinney, TX.