

# JESSICA CLAIRE

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📍 100 Montgomery St. 10th Floor

## SKILLS

- Problem Resolution
- Team Leadership & Development
- Written Communication
- Server Management
- Client Relationships

## EDUCATION

Lakeville South High School  
Lakeville, MN • 06/2008

Diploma: Generals

## CERTIFICATIONS

- First aid Training -
- CPR certificate, new beginnings
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## PROFESSIONAL SUMMARY

Multi-tasking Consultant well-known for successfully taking projects from beginning stages to completion. Polished and professional offering proficiency in customer service. Commended for consistently meeting new technical challenges and finding solutions to satisfy customer needs. Talented Consultant with excellent client oversight, issue resolution and presentation skills. Highly effective at juggling multiple tasks and projects. Enthusiastic customer service representative eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Motivated to learn, grow and excel in customer service field.

## WORK HISTORY

Benefitfocus - Consultant  
San Francisco, CA • 01/2021 - Current

- Contributed to success of client's organization by improving performance, motivation, job satisfaction, hiring practices, training programs and management systems.
- Provided outstanding service to clients to maintain and extend relationship for future business opportunities.
- Took detailed notes and kept records of program and performance progress, education initiatives and leadership.

T-Roc - Retail Merchandiser  
Mooseheart, IL • 10/2018 - 08/2019

- Answered customer questions regarding store merchandise, department information and pricing.
- Completed stock orders and managed inventory levels.
- Removed damaged, out-of-code, not-in-set and discontinued items from displays.
- Led merchandise selection, pricing, planning and marketing.
- Assembled promotional displays, including quarter and full-size point of purchase displays.
- Rotated manufacturer products as needed.
- Verified products appeared at correct locations in proper quantities.
- Organized store merchandise racks by size, style and color.
- Unloaded arriving product stock and moved to store display areas.
- Ran markdown reports, managed store replenishment and analyzed buying reports.

Open Systems Healthcare - Direct Care Worker  
Horsham, PA • 01/2018 - 07/2018

- Kept household areas clean and well-stocked, ran errands, managed laundry and completed weekly grocery shopping.
- Kept patients mentally alert by entertaining, conversing and reading aloud to patients.
- Worked to improve and enhance patient lives through effective and compassionate care.
- Helped family members plan healthy meals, purchase ingredients and cook meals to provide adequate nutrition for client wellbeing.
- Helped with home management tasks such as preparing meals, grocery shopping, and cleaning.
- Helped patients care for themselves by teaching proper, safe use of ambulation assistive devices such as canes or walkers.
- Ran errands for customers, including shopping, and picking up other necessities.
- Administered medication as directed by physician.
- Performed household tasks such as laundry, dusting, washing dishes and vacuuming.
- Arranged transportation and accompanied patients to doctors' offices or errands.
- Offered social support by transporting individuals to events and activities, in addition to medical appointments and shopping trips.
- Recorded vital signs, such as temperature, blood pressure, pulse, or respiration rate, as directed by medical or nursing staff.
- Kept close eye on client vital signs, administered medications and tracked behaviors to keep healthcare supervisor well-informed.
- Documented vitals, behaviors and medications in client medical records.
- Documented residents' behavior in terms of mental status, sleeping and eating patterns in medical record books.
- Shopped for groceries regularly in order to keep house stocked with necessities.
- Provided safe mobility support to help patients move around personal and public spaces.
- Maintained clean, safe and well-organized patient environment.
- Helped clients with hygiene-related tasks such as brushing teeth, bathing, grooming and toileting.
- Helped clients manage money, pay bills and shop for groceries or personal items.
- Assisted clients with daily living needs, including bathing and personal grooming, to maintain self-esteem and general wellness.
- Planned, prepared and served meals and snacks according to prescribed diets.
- Supervised daily activities and provided assistance when needed.
- Transported 6 patients daily via wheelchair to and from rehabilitation and daily activities.
- Provided assistance in daily living activities by dressing, grooming, bathing and toileting patients.
- Remained alert to problems or health issues of clients and competently responded.

The Furniture Mart - Delivery Driver  
Elk River, MN • 10/2013 - 08/2016

- Created and submitted delivery and DOT logs.
- Performed walk around on delivery vehicle before beginning shift to verify correct and safe operating order.
- Communicated customer complaints, requests and feedback to company management for swift resolution.
- Interacted with customers to determine needs and opportunities for additional sales.
- Kept detailed records of sales, payments and completed or in-progress deliveries.
- Fostered positive working relationships with customers by responding to questions and concerns.