

Jessica Claire

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SUMMARY

- Attentive and goal-focused brings successful approach to cultivating complex best practices to meet organizational and regulatory expectations. Detail-oriented focus on achieving expected outcomes.
- Enthusiastic hard worker with expertise in cultivating lucrative client relationships and implementing better processes and procedures.

SKILLS

- Reports and documentation
- Software troubleshooting
- Content management system
- Project analysis
- Issue resolution
- Client rapport
- Continuous Improvement
- Quality Assurance
- Customer relationship management

EXPERIENCE

CONSULTANT

09/2020 to CURRENT

Deloitte | Boston, MA

- Researched and analyzed operations to ascertain detailed client needs.
- Established quality standards and performed work according to project schedules.
- Implemented needs assessment mechanisms to identify demand for products and services.
- Laid out consulting services governing orders, activities, schedules and employee performance.
- Broadened improvement initiatives by troubleshooting problems and recommending corrective actions.
- Delivered high level of service to customers in effort to build upon relationships for future.
- Evaluated internal systems and prepared training initiatives to mitigate ongoing problems.

CLEANING SERVICE

04/2010 to CURRENT

Cedco: The Mill Casino Hotel & Rv Park And Tribal One/Orca Communications | North Bend, OR

- Kept bathrooms in clean, functional condition by scrubbing stalls, cleaning toilets and tidying storage shelves.
- Sanitized frequented areas and equipment using approved supplies.
- Collected trash from floors within hallways, bathrooms and work areas.
- Vacuumed carpeted areas and mopped solid surfaces with proper chemical solutions.
- Scrubbed bathrooms, removing soap scum, mold and excess dirt from sinks and shower area.
- Transported trash and hazardous waste to appropriate disposal area.
- Handled and stored hazardous chemicals safely to prevent injury or illness.
- Responded to emergency cleaning requests to meet client expectations.
- Maintained safety protocols through safe handling of equipment and chemicals.
- Created checklists for daily stocking of housekeeping carts to improve inventory management and prevent unnecessary trips to stockroom.
- Stripped, sealed, finished and polished floors to maintain appearance and remove scratches.
- Performed daily dusting, leather and wood surface polishing and wall washing.
- Buffed tile floors to maintain polished appearance.

COCKTAIL SERVER

08/2008 to 04/2010

Sheri's Cabaret | City, STATE

- Recommended and served alcoholic beverages to patrons during high-volume shifts.
- Maintained tidiness and organization throughout bar area.
- Welcomed guests with personable attitude and brought beverage orders while reviewing menu options.
- Checked on guests to verify satisfaction with meals and suggested additional items to increase restaurant sales.
- Communicated with patrons to offer friendly service and determine needs.
- Took drink orders from tables and bar area and relayed to bartenders.
- Addressed concerns or complaints quickly to improve service and escalated more advanced issues to management for resolution.
- Created rapport with new and returning patrons to foster guest satisfaction.
- Cleaned tables after service and quickly resetting supplies to maintain restaurant and service flow.
- Suggested cocktail choices based on customer preference, daily specials and inventory availability.
- Checked identification prior to serving.
- Calculated charges, issued table checks and collected payments from customers.
- Provided exceptional service to high volume of daily customers.

EDUCATION AND TRAINING

High School Diploma

06/2002

La Cuesta High School, Santa Barbara, CA