

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

To secure a challenging customer service position in which my experience using effective analytical, problem solving, and customer service skills are valued and rewarded. Skills/ Qualifications Proficient in the use of and operations of Microsoft Office Suite (Excel, Word and PowerPoint), Ability to work independently or part of a team on projects, Possess strong initiative and constantly works to exceed customer expectations. Experience managing business relations and special projects at the senior management level. Maintain excellent written and oral communication skills, problem resolution abilities, and a high level of confidentiality.

SKILLS

- Creative problem solver
- Exceptional communication skills
- MS Windows proficient
- International sales support
- Trusted key holder
- Quick learner
- Strong client relations
- Floor set design expertise
- Training development aptitude

WORK HISTORY

ATM Incident Management Agent, 06/2011 - 2013

Xpo Logistics

- Work directly with customers in local language, answering calls, document and assist with requests for service, inquiries and escalations for ATM bank issues Actively participate in a team oriented environment to meet metrics and provide the utmost customer delight to all our customers (internal and external) Receive and document service request and customer information to expedite technicians on various calls Gather problem information and determine criticality Follow Global Call Taking tools, process and procedures as documented and posted in GP&S initiate dispatch request Capture information and record data in desktop tools Document, verify, and make appropriate corrections to the service request and customer profile Accountable for continuously receiving and handling high volumes of customer calls and emails.
- Answered an average of 50 calls per day by addressing customer inquiries, solving problems and providing new product information.
- Provided an elevated customer experience to generate a loyal clientèle.

REMOTE TECH SUPPORT REPRESENTATIVE, 10/2010 - 06/2011

Apple Inc Kelly Services

- Provided remote support to Apple Ipad, Iphone, and Ipod, end users.
- Acted as primary point of contact while averaging 35 to 40 calls per day to assist with configurations, installations, and system restore.
- Responsible for troubleshooting preload errors utilizing technical problem solving skills and device troubleshooting, and application environments.
- Documented and resolved issues and ensured software and hardware were functionally operable while producing high quality support for clients and customers.
- Described product to customers and accurately explained details and care of merchandise.
- Politely assisted customers via telephone.
- Provided an elevated customer experience to generate a loyal clientèle.

Executive Assistant, 2008 - 04/2011

Wireless Universe Metro PCS Authorized Dealer

- Provide executive-level administrative support to the CEO and General Manager with calendar management, with a demonstrated ability to improvise, improves procedures, and meets demanding deadlines.
- Coordinates where new hires will be located and process new hire paperwork Plan and coordinate corporate luncheons and develop presentations for related on-and off-site meetings.
- Manage capital purchases, direct vendor relations, generate and maintain equipment tracking records.
- Resolves administrative problems by coordinating preparation of reports, analyzing data and identifying solutions for 19 stores in Atlanta and New York Compiles information for commissions and payroll Collaborate with departmental managers on weekly posting for reports, coordinates Indirect Sales training for new employees.
- Ensure all insurance certificates are up to date for each location Order office supplies for each store and makes sure mail is distributed Process monthly expense reports reflecting supporting documents.
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- Communicated with vendors regarding back order availability, future inventory and special orders.
- Provided an elevated customer experience to generate a loyal clientèle.
- Answered product questions with up-to-date knowledge of sales and store promotions.
- Effectively communicated with and supported sales, marketing and administrative teams on a daily basis.
- Scheduled weekly inventory pickups and deliveries with vendors.
- Contacted customer to follow up on purchases, suggest new merchandise and inform them about promotions and upcoming events.

Lead Business Sales Support Coordinator, 2004 - 08/2007

T-mobile – City, STATE

- Maintained regional business sales reports for east coast sales managers, regional directors and divisional director Compiled daily and monthly tracking of orders completed by business sales coordinators in the southeast region Maintained business contracts for three sales teams in several states Completed coordinator quarterly audits for Southeast region Served as point of contact for escalated issues between support coordinators and sales teams for Georgia, Florida, Alabama and Tennessee Maintained regional market headcount spreadsheet for Southeast Region Responsible for communicating daily/ weekly sales flashes to coordinators on handset and rate plan changes Actively participated in weekly sales meeting and conference calls for sales teams Supported 2 Regional Directors, 9 Business Sales Managers and their sales teams Trained new coordinators.
- Was accountable for supervision, direction, and observing of 5 Support Specialist for Business Sales team.

EDUCATION

History/Political Science, 1991

Albany State University - Albany, GA

- Completed Advanced Customer Service training