

# JESSICA CLAIRE

✉ resumesample@example.com

☎ (555) 432-1000

📍 Montgomery Street, San  
Francisco, CA 94105

## SKILLS

Gov't Security Clearance  
Energetic and driven  
Highly Competitive  
Customer Service Oriented  
Sales Oriented  
Time Management  
Personnel Management  
Superior Leadership Skills  
Communication Skills  
Microsoft Proficient

## EDUCATION

University of Phoenix  
On-line • Current

**MBA:** Business Administration

Central State University  
Wilberforce, OH • May 2011

**Bachelor of Science:** Business  
Administration and Management  
Dean's List: College of Business  
and Industry  
Army ROTC  
Chapter advisor of Kappa Alpha Psi  
Fraternity Inc.

## PROFESSIONAL SUMMARY

Customer service and sales professional successful at improving customer retention and growing revenue. Organized, motivated and hardworking with proficiency in sales, customer satisfaction and leadership.

## WORK HISTORY

**Nebraska Medical Center - Management Assistant**  
*Sioux Falls, SD • 04/2011 - Current*

- Increased customer service score from a corporate average of 82% to a 87%
- Awarded the opportunity to participate in Enterprise's Top Gun Program for six months, where the top sellers in the area work at the local airport, being exposed to the tri-brand operations including Enterprise, National and Alamo car rentals.
- Demonstrated growth proficiently in sales and customer service by being awarded the Top Management Trainee within North Dayton/Columbus area.
- Consistently exceeded sales goals each month, placing me within the top 10% of the matrix.
- Built a sales culture within my branch daily, by creating exciting incentives, motivating them to sale.
- Actively participated in area sales training and led daily sales meetings.
- Developed, trained and coached new employees on sales techniques and overcoming objections.
- Outside sales consisted of prospecting and conducting face-to-face sales calls with new and existing businesses within our branch assigned territory.
- Increased fClairret growth to 11% from aggressive prospecting and sales calls.
- Managed a portfolio of approximately 4 accounts and logging each sales call afterwards.
- Grew a assigned account, rental per day usage by 24%
- Analyzed the Crystal Report to effectively contact existing accounts, in preparation for sales calls.
- Purchased lunch for accounts, to strengthen relationships and expand growth opportunities.
- Participating in sales calls with my branch manager and area sales manager with my assigned accounts to ensure customer satisfaction and account accuracy.
- Analyzed income statements to determined Profit and Lost opportunity.

**U.S. Army National Guard - Sergeant, Squad Leader**  
*STATE • 01/2007 - Current*

- Successfully completed U.S Army Infantry School
- Successfully completed U.S Army Field Artillery School
- Graduated Warrior Leader's Course Top 10% of entire class and nominated for the Distinguished Leadership Award
- Advance leadership training
- Trained in time management and personnel management
- Learned exceptional organizational skills
- Communicated efficiently with my leaders and also my subordinates.
- Operated and maintained equipment worth over \$1 million dollars.
- Maintained a team working and great morale environment amongst my soldiers at all time.
- Mentor and trained my team directly.

**Operation Enduring Freedom - Veteran**  
*City, STATE • 08/2011 - 08/2012*

- Int'l Security Assistance Force (ISAF), Ghazni, Afghanistan
- Truck commander, in a military convoy responsible for personnel, equipment and maintaining positive communication with higher headquarters along with up to the minute status reports.
- Security Force, for the Regional Support Command East, Afghanistan.
- Provided personal security for high ranking coalition commanders, Afghan government and local nationals.
- Served as the S2 (Intelligence NCO) providing significant reports on the latest enemy activity in areas we were operating. Along with providing any or all mapping, grid or terrain information, concerning our missions. Ensuring we were fully knowledgeable of all pertinent intelligence.
- Served as S6 (Communications NCO) Responsible for filling radios with top secrete encrypted communication security keys, weekly. To ensure positive communication amongst ourselves and surrounding support elements in our battle space.
- Provided radio communication assistances to other U.S and NATO troops.

## AFFILIATIONS

Prince Hall Freemasons  
Kappa Alpha Psi Fraternity Inc.