

# Jessica Claire

Montgomery Street, San Francisco, CA 94105 (555) 432-1000 resumesample@example.com

## CAREER PROFILE

Committed and motivated administrative assistant with exceptional customer-relation and excellent decision-making skills. Strong work ethic, professional demeanor and great initiative. Good fashion sense, loves styling, designing and makeovers. Extensive knowledge of hospitality etiquette, food preparation and superior customer service. Reliable, trustworthy and respectful. Energetic, results-oriented team-player eager to bring my strong administrative skills to a growing company. Ability to work independently or as part of a team to meet project deadlines. Multicultural awareness with a high level of adaptability. Hardworking and multitasking with outstanding telephone, scheduling and documentation skills.

## HIGHLIGHTS

- Highly responsible and reliable
- Point of Sale (POS) system operation
- High-volume dining
- Upbeat, outgoing and positive
- Food safety understanding

## SKILLS

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| <ul style="list-style-type: none"><li>Computer skills (spreadsheets, scans, email, paypal, Facebook)</li><li>Accounts payables &amp; receivables</li><li>Administrative duties</li><li>Manufacturing process &amp; marketing research</li></ul> | <ul style="list-style-type: none"><li>Product development (web design, packaging, brochures)</li><li>Creative problem solving</li><li>Dog grooming</li><li>Transcendental Meditation</li></ul> |
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## EXPERIENCE

### CENTRAL OFFICE MANAGEMENT

07/2015 to 07/2016

#### Bluegreen Resorts | Detroit, MI

- Worked extensively on Renweb generating reports and creating new reports.
- Dealt with children's needs and acted as a nurse in minor situations.
- Created weekly newsletter in icontact
- Setup for office meetings or large functions
- Prepared standard operating procedures.
- Analyzed program data to assist in strategic decision-making.
- Managed office inventory and placed new supply orders.
- Scheduled appointments and maintained master calendar.
- Greeted visitors promptly and directed to correct locations.
- Managed the receptionist area, including greeting visitors and responding to telephone and in-person requests for information.
- Maintained the front desk and reception area in a neat and organized fashion.
- Served as central point of contact for all outside vendors needing to gain access to the building.
- Wrote reports and correspondence from dictation and handwritten notes.
- Dispersed incoming mail to correct recipients throughout the office.
- Made copies, sent faxes and handled all incoming and outgoing correspondence.
- Organized files, developed spreadsheets, faxed reports and scanned documents.
- Managed daily office operations and maintenance of equipment.

### SERVER/HOSTESS

07/2015 to 03/2016

#### Biscuitville | Archdale, NC

- Delivered exceptional service by greeting and serving customers in a timely, friendly manner.
- Accurately filled customer orders.
- Accepted payment from customers and made change as necessary.
- Assisted guests with making menu choices in an informative and helpful fashion.
- Maintained knowledge of current menu items, specials, ingredients and preparation methods.
- Appropriately suggested additional items to customers to increase restaurant sales.
- Promptly served all food courses and alcoholic beverages to guests.
- Effectively communicated with kitchen staff regarding customer allergies, dietary needs and other special requests.
- Regularly checked on guests to ensure satisfaction with each food course and beverages.
- Consistently adhered to quality expectations and standards.
- Promoted and endorsed the company to bring in new business.
- Politely answered phones promptly and recorded and confirmed reservations.
- Routinely checked menus to verify they were current, clean and wrinkle-free.
- Completed opening and closing checklists according to set standards.

### SERVER/BARTENDER

10/2015 to 02/2016

#### Fairfield Golf & Country Club | City, STATE

- Delivered exceptional service by greeting and serving customers in a timely, friendly manner.
- Prepared mixed drinks; poured wine, beer and nonalcoholic beverages.
- Broke down bar after events and returned leftover liquor, glassware and banquet carts.
- Collected money and made change.
- Opened and closed bar tabs and transferred tabs to dining area.
- Processed cash, credit card and voucher payments.
- Upheld a high standard of cleanliness in all work areas.
- Stocked beer and wine coolers.
- Maintained bar stocks, replenishing daily as necessary.
- Performed closing duties including cleaning, sanitizing and replenishing.
- Served each guest with a sincere, positive, pleasant and enthusiastic attitude.
- Setup for large parties and weddings

### ASSISTANT MANAGER

07/2003 to 06/2015

#### ALLsaver Tape Products | City, STATE

- Developed new customer relations through telephone contact and sales activity.
- Accurate and on-time completion of all projects.
- Shipping and following up with freight companies and customers.
- Processed accounts receivables and accounts payables.
- In contact with vendors to order and maintain inventory.
- Over the manufacturing process at Citizens Development Center.
- Assisted with development, design, packaging and catalog sheets for new products.
- Administrative work including ebay, paypal, faxing, emailing, photocopying and scanning documents.
- Maintained and prioritized daily tasks and projects including: call logs, appointments, travel, expense reports, mailings and bank deposits.
- Prepared and drafted all outgoing correspondence in a timely manner.
- Handled customers effectively by identifying needs, quickly gaining trust and resolving problems to maximize efficiency.

## EDUCATION/ CERTIFICATIONS

### Veterinary Technician

2018

#### Penn Foster , Online

Working with online courses currently

### Transcendental Meditation

2016

#### Fairfield, IA

### AED/CPR Certified

2016

#### Fairfield, IA

### Study Abroad - Thailand

2009

### Concentration in Fashion

I traveled to Thailand on three different occasions for a month at a time in search of ideas for new products. Gained knowledge through experience. Learned about markets and different products for fashion industry. I was able to attend a Gaggenau function in Phuket at the Anantara Resort with emphasis on architectural design in kitchen studios.

### Continuing Education | Dance

2008

#### Arizona State University, Tempe, Arizona

### Real Estate

2006

#### Austin Real Estate School, Austin, Texas

### High School Diploma

2003

#### Walden Preparatory Academy, Addison, Texas

Graduated with Honors

## INTERESTS

- FASHION & STYLING (I LOVE SHOES, CLOTHES AND ACCESSORIES)
- DANCING
- PILATES (Barre' Fitness)
- EQUESTRIAN ACTIVITIES
- ANIMALS
- CULINARY CUISINE (I LOVE TO COOK)
- INTERIOR DESIGN
- MUSIC (LISTENING AND I PLAY THE PIANO)
- SKIN CARE AND BEAUTY TRANSFORMATIONS
- HEALTHY LIVING
- WORLD TRAVEL