

JESSICA CLAIRE

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SKILLS

- Client needs assessment
- Process improvement
- Business operations
- Relationship development
- Supervision
- Problem resolution
- Office Manager
- Training and Development
- Organizational skills
- Media advertising/ Web Design.
- Account servicing
- Lead prospecting
- Sales
- Account development
- Customer service
- Customer Relations
- Interpersonal communication skills
- Retention strategies

EDUCATION

Academy of Medical And Health Science Inc.
Pueblo, CO • 06/2009

- Associate of Science:* Nursing
- Graduated with 97 GPA
 - Awarded Academic Achievement & Graduated Top of Class

College America
Colorado Springs, CO • 03/2012

- Associate of Science:* Business/ Customer Service Specialist
- Awarded Highest Award
 - Awarded Top of Class for Completion of there Management in Business course.

PROFESSIONAL SUMMARY

Hardworking and driven sales management professional offering 12 years of experience training and supervising sales staff and customer service relations. Meeting aggressive business goals while planning and implementing sales strategies over a multi-county territory. Developed and maximized project sales. Diligent in building and revitalizing customer engagement, conflict resolution, and customer retention. Slashed business & administration costs 30% by negotiating prices and fees, while ensuring the continuation and enhancements of services . Expertise in marketing strategies, product promotion and merchandising to achieve market penetration. Successful record of expanding network connections through persuasive brand imaging.

WORK HISTORY

Town Square Media - Victims Advocate
Cedar Rapids, IA • 08/2017 - Current

- Conducted strategic planning, monitored policy and regulatory changes, and performed trend analysis to advise senior leadership on SAPR program implementation.
- Analyzed requirement of victims and designed appropriate plans to resolve issues.
- Established treatment plans with short- and long-term goals.
- Liaised with members of justice system on behalf of client.
- Supported victims, family members and witnesses through various systems including law enforcement, healthcare, and social services.
- Constructed referral list of agencies and community resources for victims' to provide aftercare services.
- Provided comprehensive services including assessment, goal setting, and service plans.
- Spearheaded awareness through public speaking to community and business groups.
- Worked to improve and enhance patient lives through effective and compassionate care.

Raising Cane's - Multi Media Account Executive
Broomfield, CO • 07/2017 - 08/2018

- Employed completing customer ads sales techniques to achieve 40% success rate in closing sales.
- Collected information from clients before securing accounts, verifying payments and special needs.
- Monitored product development and audience response to adapt marketing and promotion campaigns accordingly.
- Increased social media product sales 30% through effective planning and implementation of product demonstrations campaigns.
- Secured over twenty new accounts to increase company revenue and drive market share.
- Updated team protocols to streamline marketing procedures and optimize promotion releases.
- Masterminded highly successful digital strategies for various platforms to attract customer engagement.
- Upsold special packages while preparing quotes for potential clients, consistently maintaining accuracy.
- Developed and managed plans to grow territory more than 20% through establishing long-term customer relationships.

Carl's Jr. Restaurants LLC - Opening Shift Manager
City, STATE • 06/2016 - 09/2017

- Delegated daily tasks and oversaw six employees.
- Fielded customer complaints and comments.
- Trained employees on Customer Service, ensuring compliance with top quality standards.
- Improved productivity while reducing staffing and operational costs by twenty %.
- Handled problematic customers and clients to assist lower-level employees and maintain excellent customer service.
- Enhanced and redefined organizational structure to maintain company's competitive edge across territories.
- Increased sales by fifty % by establishing goals, overseeing performance and improving sales revenues.

Humane Society Of Fremont County Inc. - Office Manager/ Feline Attendant
City, STATE • 09/2005 - 10/2010

- Completed bi-weekly payroll for Six employees.
- Administered yearly budget of \$36,333 to manage office requirements such as service contracts, postage costs and supply replenishment.
- Oversaw appointment scheduling and itinerary coordination for both clients and personnel.
- Integrated logistic systems into company processes to improve operations and manage work orders and price changes.
- Handled all incoming business and client requests for information.
- Improved office operations by automating client correspondence, record tracking and data communications.
- Provided complete meeting support, including materials preparation and notes or minute taking.
- Hired, managed, developed and trained staff, established and monitored goals, conducted performance reviews and administered salaries for staff.
- Developed manual providing information on community resources across county available to families and children.
- Designed marketing brochures and wrote website copy.

ACCOMPLISHMENTS

1. Scheduling - Organized technician schedule for customer jobs.
2. Sourced qualified candidates utilizing various web technologies, social media, resume databases and referrals from networking events while reducing the hiring costs by 35%
3. Reached out to and made deals with new office supply providers, cutting annual supply costs by 20%.
4. Maintained a customer satisfaction rate of 95% for 2018
5. Carried out retention calls with unsatisfied customers, convincing 20% of them to keep their account.
6. Provided a superior level of customer relations, promoted the sales and service culture through coaching, guidance and staff motivation