

# JESSICA CLAIRE

100 Montgomery St. 10th Floor  
(555) 432-1000 - resumesample@example.com

## SUMMARY

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Positive, upbeat customer service representative brings more than 5+ years of customer-facing experience in fast-paced settings. Highly adaptable to addressing diverse customer needs. Proven history of building trust with customers to promote satisfaction, resolve concerns and maintain long-term loyalty. Flexible hard worker ready to learn and contribute to team success.

## SKILLS

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- cashier
- Inbound and Outbound Calling
- Store maintenance
- Office equipment proficiency
- Adaptive team player
- High-energy attitude
- Effective customer communication
- Customer support and assistance
- Team building
- Decision-making
- Work ethic
- Active listening
- Planning
- Critical thinking
- Leadership
- Friendly, positive attitude
- First Aid/CPR
- Multitasking
- Working collaboratively
- People person
- Microsoft Word
- Stocking and restocking
- Business ethics
- Safety-conscious
- Computer skills
- Clerical
- Organizational skills
- MS Office
- Time management
- In-store support
- Retail sales customer service
- hard worker
- Processing payments

## EXPERIENCE

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05/2017 to 01/2020 **Customer Service Representative**

**Overhead Door Corporation – Portland, OR**

- Educated customers on special pricing opportunities and company offerings.
- Provided outstanding service to new and long-standing customers by attending closely to concerns and developing solutions.
- Escalated customer concerns, store issues and inventory requirements to supervisors.
- Remained constantly aware of customer activity to ensure safe and secure shopping environment.
- Assessed customer needs and upsold products and services to maximize sales.
- Answered the stores phone+ inbound calls per day and directed to individuals or departments.
- cashier
- Money transactions.
- Trained new employees on procedures and policies to maximize team performance.
- Exceeded company productivity standards on consistent basis.

## EDUCATION AND TRAINING

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05/2000

**High School Diploma**

**Woodward High School - Toledo, OH**