

Jessica Claire

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Summary

Well-developed communications, interpersonal, organizational skills gained through extensive and dynamic customer service experience. Accurate, analytical, results and solution-oriented with ability to work independently and in a team-oriented environment. Seeking entry-level opportunities to expand skills while facilitating company growth.

Skills

- Communication
- Active listening
- Organizational skills
- Friendly, positive attitude
- Teambuilding
- Customer service and strong problem solver
- data entry
- Ms office
- Leadership
- Time-management
- detail-oriented/ deadline oriented
- ability to Multitask and Fast Leaner
- Ms office suite knowledge
- Fluent in French, Swahili and Lingala

Experience

- 08/2021 to Current **COVID-19 Testing Specialist/Certified Immunizer**
Town Pump, Inc. – Idaho Falls, ID
- Provided COVID-19 testing to the people of the community of Lexington
 - Help create a safer environment by administrating COVID-19 tests and vaccines
 - Enter data in the database as needed
 - Complied with operational standards and OSHA regulations.
 - Maintained daily communication with subcontractors and inspectors to drive forward progress of project.
 - Communicated with local business owners and community members to facilitate use of resources.
 - Maintained strong working knowledge of pump controls, monitoring equipment and calibration tools by attending trainings.
 - Drove testing process improvements and automation methods to help speed up test execution.
 - Perform all duties with HIPAA regulations.
 - Able to label, collect, and process patient specimen to ensure accurate test results.
 - Kept detailed records of supply inventory and testing materials needed.
 - Checking people in for an appointment and directing walk ins.
 - Performs others related duties as necessary.
- 08/2021 to 12/2021 **Biology Tutor**
Traditions Spirits – Denton, TX
- Worked with students to improve performance and grade point average in natural sciences coursework.
 - Gathered multimedia materials to reinforce specific concepts.
 - Helped students with subject knowledge as well as general abilities in learning, studying and retaining information.
 - Offered last-minute tutoring to pupils prior to examinations.
 - Communicated with teachers to provide students with comprehensive support.
 - Identified and removed obstacles keeping students from learning, helping to effectively complete homework tasks on time.
 - Worked with students to develop skills in note-taking, studying and test preparation.
 - Stayed informed about new resources and learning strategies as well as detailed information about tutoring subjects.
 - Educated students in use of various study techniques.
- 11/2020 to 02/2021 **Store Cashier**
At Home – City, STATE
- Greeted customers promptly and responded to questions.
 - Counted and balanced cashier drawers.
 - Complied with cash handling procedures to meet regional cashier variance policy.
 - Welcomed customers, offering assistance to help find store items.
 - Processed customer payments quickly and returned exact change and receipts.
 - Kept check-out areas clean, organized, and well-stocked to maintain attractive store.
 - Built and maintained productive relationships with employees.
 - Issued receipts, discussed return policies, and directed customers to pickup locations for larger merchandise.
 - Resolved customer complaints and escalated worsening concerns for remediation.
 - Processed returned items in accordance with store policy.
 - Applied proper tare procedures when ringing up scalable items to maintain accurate pricing.
 - Helped customer locate and select appropriate merchandise throughout store.
 - Cleaned and stocked front-end areas with register tapes and ribbons.
- 06/2016 to 08/2019 **Fast Food Cashier**
Chick-fil-A – City, STATE
- Kept customer and food preparation areas clean and well-organized.
 - Restocked workstation with supplies and communicated out-of-stock items to management.
 - Boosted customer satisfaction by quickly addressing and resolving complaints with food or service.
 - Processed sales transactions to prevent long customer wait times.
 - Verified orders and bagged items for easy transport.
 - Took orders, prepared foods and processed payments in full-service establishment.
 - Greeted customers promptly and responded to questions.
 - Counted and balanced cashier drawers.
 - Trained and mentored new cashiers to maximize performance with skilled, efficient and knowledgeable team members.
 - Assisted customers to find appropriate products, answered product questions and provided product solutions.
 - Updated promotional displays to assist merchandising teams and drive new product sales.

Education and Training

- 06/2018 **High School Diploma**
Henry Clay High School - Lexington, KY
- 12/2021 **Bachelor of Science: Biology**
University of Kentucky - Lexington, KY
- Cum laude graduate
 - Tri-Alpha Honor Society Member
 - 3.6 GPA
 - Dean's List Honoree Fall 2018
 - William Parker Scholarship Recipient
 - KEES scholarship Recipient
 - College CAP scholarship Recipient
 - Completed coursework in Genetics, Cell Biology and Bio-chemistry.

Activities

- shadowing:
University of Kentucky Clinic:
October 2020 to January 2021
- Had the opportunity to shadow a pediatrician who specialized in Cardiology.
 - Attended multiple outreaches and observed patient-doctor interactions.