

# JESSICA CLAIRE

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 Montgomery Street, San Francisco, CA 94105

## SKILLS

- Report preparation
- Credit card processing
- Order fulfillment
- International sales support
- Professional telephone demeanor
- MS Office proficiency
- Administrative support
- Multi-line phone talent
- Technical support
- Good listening skills
- Quick learner
- Account management
- Computer proficient
- Complaint resolution
- Staff education and training
- Creative problem solving

## EDUCATION

Frank H. Morrell  
New Jersey • 06/1998

*High School Diploma*

John Hopkins Bloomberg School of Public Health  
Online

Intro To The U.S. Food System

## PROFESSIONAL SUMMARY

Experienced Supervisor leading team members on-time job completion. Assign tasks, train employees, provide feedback, mediate interpersonal conflicts and implement company procedures. Excellent communication and listening skills. Provide leadership and vision which drives teams to meet goals. Dedicated Supervisor with track record of success ensuring productivity within demanding service environment. Effective team leader effective at meeting deadlines and ensuring highest standards of organization. Implements methodical and thorough approach to leadership.

## WORK HISTORY

### Bmw Group - Customer Service Advocate

Hilliard, OH • 04/2019 - Current

- Researched and resolved account and service problems with friendly, knowledgeable support
- Contacted outside providers on behalf of customers to help solve problems
- Gathered and interpreted stakeholder feedback to shape design solutions to meet business and consumer needs
- Accessed multiple databases to investigate customer questions and concerns
- Assisted customers by listening closely, finding solutions to problems and making recommendations based on extensive product knowledge
- Contributed to company achieving and holding industry-leading customer service ratings
- Enhanced productivity by staying on top of call scripts and maintaining control over direction of conversations
- Entered customer interaction details in Iris and Navigator to track requests, document problems and record solutions offered

### Delray Beach, Florida - Customer Service Assistant

Delray Beach, FL • 12/2015 - 12/2016

- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service
- Submitted completed orders quickly to maximize delivery efficiency
- Conferred with customers about concerns with products or services to resolve problems and drive sales
- Maintained accurate and current customer account data with manual forms processing and digital information updates
- Calculated expected costs, obtained payment and provided customers with documentation to maintain accounting accuracy
- Located and evaluated pest damage to buildings and grounds to determine extent and optimal corrective actions
- Checked prices and calculated totals for accurate invoice processing
- Promoted increased sales through outgoing calls demonstrating excellent product knowledge
- Acted as first point of contact and set appointments for prospective clients
- Answered telephone calls to field inquiries from clients, vendors and various other callers seeking information
- Performed accounts receivable duties, including invoicing, researching charge backs, discrepancies and reconciliations
- Trained, coached and motivated staff to maintain high performance levels
- Coordinated supplies, set schedules and delegated assignments to keep team on target and achieve productivity goals
- Developed highly-efficient administrative team through ongoing coaching and professional development opportunities

### Department Of Homeland Security - Lead Transportation Security Officer

Ferndale, WA • 04/2004 - 01/2011

- Identified potential airport, rail and mass transit security concerns and completed more in-depth checks as part of investigation
- Discretely observed behavior and demeanor of travelers and staff to screen for suspicious actions
- Operated scanning equipment to view internal structures of luggage, purses and other bags to check for prohibited items
- Operated X-ray screening machines and tools to screen people, containers and personal belongings for potential hazards and weapons
- Engaged in casual conversations with individuals to assess and analyze behaviors
- Operated x-ray machines, hand wands and advanced imaging technology to conduct screening of passengers and baggage
- Used explosive detection machines and chemical swab systems to identify potential hazards
- Collaborated with area law enforcement and federal investigators to support safe fugitive apprehensions and coordinate investigations
- Trained repeatedly on active shooter response strategies to prepare for potential security breaches
- Reviewed both security camera footage and live feeds to spot trespassers and criminal activity
- Directed passengers navigating screening process, providing additional support to individuals exhibiting difficulties
- Controlled situations resulting from security breaches by engaging and containing suspects until police or other security personnel arrived
- Performed deep searches and pat-downs to look for unauthorized materials and items such as weapons
- Identified and challenged potentially unauthorized individuals for screening and detention in order to prevent access to restricted areas
- Prevented attempted fraud by validating passengers' tickets and assessing photo identification to confirm identity
- Authenticated boarding passes, identification and passports to prevent fraudulent travel
- Evaluated success of training programs and recommended improvements to upper management to enhance effectiveness
- Developed and implemented effective lesson plans to cover necessary material
- Charged with staffing, performance management and reviews, coaching, mentoring, salary development and budget allocations
- Delegated tasks to others on grooming team
- Utilized standard operating procedures, effective crew resource management, communication and procedures specified in company operation manual
- Evaluated employees' strengths and assigned tasks based upon experience and training
- Developed training, task and process guidelines and communicated clear and concise directions to employees
- Evaluated employee performance monthly and coached and trained accordingly, increasing quality of work and employee retention
- Measured effectiveness of customer success by defining operational metrics, tracking systems and reporting to executive team