

JESSICA CLAIRE

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SUMMARY

Highly organized, analytical leader with a keen eye for details that is able to explain and stream line information effectively in order to improve processes and drive results with infectious enthusiasm.

EXPERIENCE

07/2012 to 05/2015 **Management**

Panera Bread Co

- Coach, mentor, and motivate 12-17 direct reports toward successful behaviors in order to drive performance goals consistently, and developing talented career minded employees into future leaders.
 - Created an Excel workbook, used across the center, to identify performance trending, reduce research time, target opportunities, and increase overall coaching effectiveness in order to drive results quicker.
 - Includes heat maps with correlating support metrics for each KPI, pivot tables to assist in identifying knowledge gaps with troubleshooting in order to reduce truck rolls and improve first call resolution.
 - Also includes, VOC results by question for each agent, lists associated call information in order to target weekly call observations and trending, transfer call breakdown, overall performance trending, and a stack rank Identify, hire, and train new talent in order to build and grow successful teams with low voluntary churn.
 - Created a call flow based off data trending that included a Power Point presentation, training references, and related coaching templates in order to reduce new hire ramp up time and drive results Assisted upper management when out of office by running weekly management meeting, organizing triangle meetings with quality and other management, and creating or managing various call center reports that identified outliers across the center.
 - Handle payroll, time-off request, corrective action, attendance tracking, and resolving inter-personal conflicts
- Promoted from the Quality Department after 10 months where I facilitated calibrations with management, evaluated calls, and created reports identifying agent behaviors and trends.

09/2011 to 07/2012 **Customer Solutions Specialist**

Alloy

- Handled inbound disconnect/downgrade calls from existing customers
- Diffused irate customer situations by utilizing strong listening skills and probing techniques to gain a clear understanding of the issues.
- Building positive customer relationships by aligning features, benefits, and price with the needs of the customer.
- Saving customer accounts and revenue by re-selling the value of products and services.

2008 to 09/2011 **Commercial Technical Operations Tech**

TIME WARNER CABLE BUSINESS CLASS

- Provided advanced technical support and installation of commercial data, phone, and cable services which included computer networking, static and dynamic IP's, Wi-Fi hotspots, VoIP, installing multiple voice lines, TV channel modulation, insertion, amplifying, and distribution.
- Worked on Escalated install/Service issues, and completed multiple jobs other techs stated were not possible.
- Performed on-call duties on a rotating schedule
- Performed quality inspections and reported on results of third party contractors to ensure work was done according to company specifications.

01/2004 to 07/2008 **Business Owner**

AUSTIN THEME BEDS LLC

- Worked directly with customers to design and build custom children's furniture and decor that would accommodate different themes such as Castles, Bulldozers, Pirate Ships, Cars, etc.
- Marketed products through website creation and various online promoting, with affiliated programs to generate additional revenue by providing additional products for customers.
- Product design and fabrication of new products, improved manufacturing process of existing products to reduce manufacturing time.
- Created ad-hoc reports to track and manage cost, time, and profit for each product in order to measure improvements in processes
- Created a new product line that reduced manufacturing time from 60-65 hours, down to 5 hours that resulted in lower overhead costs and a more affordable product option for customers
- Represented company when dealing with Radio, TV, PR, or charitable organizations.

EDUCATION

2015

Master Certificate: Business Analysis

AUBURN UNIVERSITY

2015

Master's Certificate: Project Management

Auburn University

1998

Telecommunications Management

DEVRY INSTITUTE OF TECHNOLOGY

SKILLS

Call center, Customer Service, Coaching, Team Building, Excel, Office, Power Point, Kronos, NICE, RTA, Avaya, Empower, Quality, Reporting, Call Observation, Behavioral Interviewing, Influencing with and without Authority

ACCOMPLISHMENTS

2014 MVP Award

2014 Q4 Annual Overall Points

2014 -Q3 Top Team and Top Overall Points

2014 Q2 Top Overall Team Points Texas Market

2014 Q1 Most Improved Team Austin Center

2012 -April - Monthly Top 10 for Highest PSU Yield

2009 Central Texas Top Performer