

# Jessica Claire

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## SUMMARY

Professional Safety Advocate skilled in providing services, answers, solutions to hazards in the workplace. Established long-lasting connections with peers to achieve goals of a healthy safety culture. Excellent interpersonal skills, tact and diplomacy.

## SKILLS

- TEEX certified OSHA trainer
- ASHI Medic certified First aid, CPR, and AED trainer
- Excellent communication and listening skills
- Recordkeeping standards

## EXPERIENCE

**SAFETY ADVOCATE** 12/2017 to 01/2022

**Assurance Agency | Schaumburg, IL**

- Conducted Line Operation Safety Audits (LOSA) to identify and mitigate elevated possible work environment risks.
- Implemented corporate policy and procedures pertaining to safety in the workplace.
- Safety performance peer mentoring.
- Respond and resolve to reported safety issues within the workplace facility.
- Solved operational and safety challenges quickly and effectively.
- Supported management in daily operational needs.
- Preformed facility safety audits.
- Communicated with facility maintenance for repairs/safety hazards needing repair.
- Maintained safety audit records for FAA, OSHA, and safety excellence review.
- Attended and participated in monthly meetings with Safety Advocates (system wide) to identify and resolve injury trends.
- Attended and participated in the International Association of Machinists and Aerospace Workers (IAM) union meetings; helping to educate and encourage a healthy safety culture.
- Instructed strength and control classes (MoveSmart) to minimize worker injuries.
- Instructed OSHA10 classes; certifying company employees.
- Instructed CPR/AED classes; certifying company employees.

**CUSTOMER SERVICE REPRESENTATIVE** 10/2005 to 12/2017

**Cb Richard Ellis | Tysons Corner, VA**

- Worked successfully with diverse group of coworkers to accomplish goals and address issues related to our products and services.
- De-escalated problematic customer concerns, maintaining calm, friendly demeanor.
- Documented conversations with customers to track requests, problems and solutions.
- Fielded customer complaints and queries, fast-tracking them for problem resolution.
- Upheld strict quality control policies and procedures during customer interactions.
- Provided outstanding service to new and long-standing customers by attending closely to concerns and developing solutions.
- Asked probing questions to determine service needs and accurately input information into electronic systems.
- Tagged checked baggage with appropriate destination with 100% accuracy rate.
- Greeted crew members, flight attendants and passengers.
- Delivered outstanding service by interacting with customers, answering customer inquiries and handling customer complaints.
- Delivered exceptional service to every customer through active engagement, effective listening and well-developed interpersonal skills.
- Provided clients with assistance in preparing required travel documents and forms.
- Worked successfully with diverse group of coworkers to accomplish goals and address issues related to our products and services.

**INVENTORY, TRACING, CLAIMS, AND PRORATE SPECIALIST** 05/1995 to 10/2005

**Continental Airlines | City, STATE**

- Inventoried and logged contents of all system wide lost luggage, arriving into corporate headquarters.
- Investigated possible matches in the World Tracer system to reunite luggage to owner.
- Contacted possible owner of luggage for verification of missing piece of luggage.
- Coordinated flights and delivery couriers in order to reunite customer's belongings.
- Contacted customer for clarification on claim form received.
- Provided a projected time for resolution of baggage search.
- Data input customer information in World Tracer system.
- Researched possible global matches throughout all aviation systems.
- Once a match is made, requested luggage to be delivered to the corporate warehouse for physical assessment of luggage.
- Once luggage is received and a 100% positive match is made coordinated flights and delivery courier for safe and quick transport.
- Maintained knowledge of policies and procedures and insurance coverage benefit levels, eligibility systems and verification processes.
- Researched and reviewed information to determine validity of luggage claim as it relates to U.S. and Montreal Convention.
- Contacted other airlines and customers about decisions.
- Provided quality customer service to assigned, claimants throughout claims process to deliver timely service.
- Processed incidental, pilfered, damaged and loss luggage claims daily.
- Creatively found additional compensation to satisfy the customer or to assist in making their claim whole.
- Investigated customer's routing to determine if another air carrier is at fault for loss.
- If unable to determine 100% fault processed reimbursement request from other air carriers based on mileage flown.
- Reviewed and investigated payment request received by other air carriers for paid claims.

**AIRLINE RESERVATION AGENT** 10/1994 to 04/1995

**Continental Airlines | City, STATE**

- Assisted customers via phone by providing confirmations, answering questions and offering general information.
- Delivered exceptional service to every customer through active engagement, effective listening and well-developed interpersonal skills.
- Relayed information on availability, pricing and discounts to customers.
- Verified customer information and payment options ensuring accuracy and completeness.
- Provided customers with assistance in preparing required travel documents and forms.
- Acquired detailed knowledge of services, promotions and events to offer added value to travelers.
- Assisted customers with ticket purchases, trip planning, pricing and scheduling.

## EDUCATION AND TRAINING

**First Aid, CPR, And AED Instructor | Safety** 10/2019

**American Safety And Health Industry, Houston, TX**

**OSHA 501 Instructor | General Industry Safety** 05/2019

**Texas A&M Engineering Extension Service, San Antonio, TX**

**OSHA #511 | General Industry Safety** 04/2019

**Texas A&M Engineering Extension Service, San Antonio, TX**

**University of Houston, Houston, TX**

**High School Diploma** 05/1990

**Eisenhower High School, Houston, TX**

## ACCOMPLISHMENTS

- Member of the IAM Joint Air Transport Safety Committee (JATSC). A committee formed to exchange experiences and safety information amongst various airlines to assist in improving lowering injuries.
- Successfully trained and certified OSHA-511 to managers, supervisors, and agents throughout United Airline's system.
- Properly CPR and AED trained and certified system wide United Airlines employees on how to quickly respond to an out-of-hospital cardiac arrest.
- Coordinated several annual Blood Drives at United Airlines, saving thousands of lives.
- Participated in Continental Airlines and United Airlines annual "Fantasy Flight" bringing smiles to locally disadvantaged and terminally ill children and their families.
- Assisted in establishing a baggage warehouse facility in Guam.