

JESSICA CLAIRE

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 (555) 432-1000

 100 Montgomery St. 10th Floor

SUMMARY

Hard worker ready to learn and contribute to team success. Dedicated employee known for punctuality, pursuing employment options where great customer service and positive attitude will make a difference. Determined to gain knowledge in another job position and go the extra mile to reach a goal.

SKILLS

- Personnel engagement
- Employee relations
- Listening skills
- Payment processing
- Conflict management
- Oral and written communications

EDUCATION AND TRAINING

Northland Pioneer College
Holbrook, AZ • 05/2022

Associate of Arts: Nursing

EXPERIENCE

City Of Berkeley - Human Resources Technician

Berkeley, CA • 07/2020 - Current

- Managed strategy for performance evaluation, corrective action and disciplinary measures.
- Trained staff on software functionality for human resources processes, including employee referral program, sensitive position tracking and tuition assistance program.
- Supervised staff and client training to maintain comprehensive organizational knowledge of federal, state and local regulations.
- Collaborated with union representative and organizational leadership to establish employment classifications, job descriptions and compensation.
- Created, organized and maintained employee personnel files to keep sensitive data secure.
- Filed documents, delivered mail and performed bookkeeping to facilitate office operations of HR department.
- Reviewed all candidate documentation, including identification, references and background checks in alignment with hiring protocol.
- Coordinated training schedules and filed crucial administrative paperwork.
- Examined employee files to answer inquiries for assistance with personnel actions.
- Assisted with administering employee benefit programs and worker's compensation plans.
- Processed paperwork related to grievances, performance evaluations, classifications and employee leaves of absence.
- Conducted candidate interviews to gain additional insight into professional background and skill set.
- Verified previous employers and other references to determine applicants' employment acceptability.

Prairie Band Potawatomi Nation - Front Desk Clerk

Mayetta, KS • 10/2017 - 07/2020

- Answered phones to respond to customer inquiries and transfer calls to appropriate staff members.
- Maintained clean and presentable reception area to maintain professional business reputation.
- Processed payments, issued bills and kept drawers accurate to meet financial targets.
- Handled payment processing and provided customers with receipts and proper bills and change.
- Welcomed patrons to front desk and engaged in friendly conversations while conducting check-in process.
- Managed customer complaints and rectified issues to complete satisfaction.
- Greeted incoming guests warmly, issued room keys and shared information on policies and amenities.
- Reviewed account information and individual customer charges to produce correct bills.
- Cultivated professional relationships with guests through active response and dedicated assistance, improving customer retention.
- Confirmed transactional data by verifying name and payment information and clearly communicating costs and fees to patrons.
- Reviewed safety, health and sanitation processes throughout all areas and enforced rules to promote security and safety.
- Performed bookkeeping activities, such as balancing accounts and conducting nightly audits.
- Drafted and maintained incident reports, daily activity logs and other documents requested by management.

Lexington Inn - Housekeeper/Supervisor/Laundry Attendant

City, STATE • 07/2015 - 10/2017

- Vacuumed floors and dusted furniture to maintain organized, professional appearance at all times.
- Interacted pleasantly with clients and guests when performing daily duties.
- Moved beds, sofas and small furniture to wipe down baseboards and remove dust and dirt from hard-to-reach areas.
- Removed finger marks and smudges from doors, frames and glass partitions to enhance shine.
- Employed deep-cleaning techniques for areas in need of additional sanitation.
- Emptied wastebaskets and disposed of all soiled linen in guest rooms to reduce spread of germs and enhance freshness.
- Dusted ceiling air conditioning diffusers and ventilation systems to improve airflow.
- Laundered sheets and removed stains to restore linens to pristine condition.
- Requested maintenance orders to fix non-working equipment and address room damage.
- Created checklists for daily stocking of housekeeping carts to improve inventory management and prevent unnecessary trips to stockroom.
- Replenished drinking glasses, writing supplies and other hotel amenities to provide elements of comfort and convenience for guests.
- Checked rooms every day to verify vacancies post-checkout.
- Reduced average cleaning time per room by implementing fewest steps system.
- Organized, cleaned and sanitized kitchens, bedrooms, living rooms and bathrooms to tidy and eliminate daily germs.
- Sanitized kitchen counters, wiped down cabinets and swept and mopped floors.
- Disinfected bathrooms and eliminated mold and soap scum from shower stalls and bathtubs.
- Worked with speed and efficiency to meet all job requirements.
- Sanitized bathrooms, kitchens and other germ-prone areas.
- Cared for flooring by sweeping or vacuuming debris, steaming and scrubbing stains and mopping hard surfaces.
- Used proper chemicals and cleaning materials to optimal dilution and cleaned specific surfaces followed client requests.
- Cleaned homes following specific and detailed protocols and requests.
- Returned vacant rooms to occupant-ready status by deep cleaning, changing linens, restocking inventory and removing trash.
- Performed traditional housekeeping duties, including dusting, floor waxing, window cleaning, mopping and emptying trash.
- Performed basic housekeeping duties such as linen washing, dishwashing, vacuuming, dusting and mopping.
- Followed safety procedures when handling materials and discarding waste.
- Performed various laundry duties, including folding, ironing and pressing.
- Cleaned and tidied house, including doing laundry, sweeping and mopping floors and dusting.
- Followed manufacturer instructions for using chemicals and equipment to avoid burns, injuries and workplace accidents.
- Interacted positively with residents while cleaning apartments and common areas.
- Laundered sheets and other bedding, made beds and fluffed pillows.
- Used cleaning products for sanitizing bathrooms and kitchens to reduce spread of germs and prevent illness.
- Checked inventory for required supplies and made lists for needed cleaning products.
- Coached new housekeepers by demonstrating approved cleaning procedures.
- Responded to guest requests for linens and amenities quickly.
- Unloaded and folded clean laundry from dryers and stored in appropriate areas.
- Loaded and unloaded washers and dryers, observing correct operating instructions.
- Moved loads between machines, operated ironing equipment and folded laundered items.
- Disinfected equipment and supplies, using germicides and steam-operated sterilizers.
- Adhered to safety practices to decrease laundry-related accidents.
- Applied specific treatments to handle different types of stains.
- Folded and stacked items such as sheets, towels and blankets.
- Separated and sorted dirty laundry.
- Completed orders for clean linens by working quickly to meet deadlines.
- Transferred wet laundry to dryers, changed heat settings and ran for set time to dry items.
- Reported issues with washing machine, dryer and other laundry equipment to maintenance staff.
- Collected soiled linens and clothing and delivered clean loads by using carts.
- Loaded soiled items into washing machines and operated using appropriate settings and detergent to clean.
- Inspected laundry for damage or stains to repair or pre-treat.
- Delivered clean laundry to towel and sheet area to restock.
- Supervised and trained junior laundry employees.