

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.