

JESSICA CLAIRE

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 (555) 432-1000
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SKILLS

- Forecasting skills
- Schedule management
- Marketing promotions
- Superb time management
- Sales Techniques

EDUCATION AND TRAINING

Northview
Brazil, IN • 05/2019
High School Diploma

SUMMARY

Service-oriented Management Trainee focused on maintaining consistent record of achievement in multiple areas of operations. Demonstrated record of offering superior service to customers and staff. Proven history of detailed work and fast learning.

EXPERIENCE

Dairy Queen - Management

San Tan Valley, AZ • 02/2021 - 04/2021

- Resolved customer issues efficiently to build loyalty.
- Assumed responsibilities of store manager during supervisor's absence.
- Resolved client issues by delivering excellent customer service and maintaining positive attitude.
- Balanced cash drawer daily and performed all opening and closing duties.
- Responded to advanced issues with professional and relationship-focused approach.
- Assisted with administrative tasks to better understand industry processes.
- Met with customers to discuss options for selection of products and services.
- Shadowed managers to gain understanding of organizational expectations and management techniques.
- Researched and responded to customer and vendor inquiries.
- Tracked, recorded and reported customer satisfaction data for each shift.
- Contributed to outline and direction for employee project teams.
- Supported and mentored recruiters to achieve sales goals while exceeding sales targets.

Five Guys - Crew Member

Knoxville, TN • 07/2019 - 11/2020

- Performed cleaning duties, including wiping tables and equipment, sweeping and refilling stock.
- Kept restaurant lobby, front counter, drive-thru, kitchen and restrooms neat and clean throughout shift.
- Packed all fast food products in approved containers, cups and bags.
- Entered orders into computer system to send order details to kitchen, mentioning customers' special requests and food allergies in person.
- Prepared quality products while maintaining portion control and presentation within service goal times.
- Drove team success by completing assigned task quickly and accurately.
- Demonstrated proper food safety practices by accurately completing quality control checklist.
- Upheld high standards of productivity and quality in all areas of operations.
- Organized and restocked [Type] and [Type] supplies to support operations and team productivity.
- Observed safety precautions and practices when using heavy machinery and equipment.
- Identified unacceptable work or materials and independently corrected problems to keep operations on-target.
- Restocked supplies, removed trash and cleaned areas.
- Answered customer questions and took orders.
- Inspected vehicles to assess damage and plan for repairs and new parts.
- Verified orders and bagged items for easy transport.
- Maintained order of customer and crew member work areas.
- Operated fryers and grills, assisted with putting orders together and bagged items for customers.

Concord Hospitality - Housekeeping Room Attendant

Pooler, GA • 10/2019 - 02/2020

- Checked bathrooms, restocking towels, rugs and toiletries before guest check-in.
- Removed all trash from rooms and replaced liners to wastebaskets.
- Polished and sanitized hard surfaces, including floors, counters, bathtubs and window sills.
- Inspected each room for cleanliness, utilizing checklist to meet company standards.
- Attended to [Number] guest rooms, including sweeping, mopping, and vacuuming.
- Interacted pleasantly with clients and guests when performing daily duties.
- Furnished guests with clean linens and supplied rooms with toiletries as needed or requested.
- Maintained lobbies, guest rooms and halls, keeping safe environment for patrons.
- Moved beds, sofas and small furniture to wipe down baseboards and remove dust and dirt from hard-to-reach areas.
- Removed soiled linens and articles from rooms and delivered to laundry area.
- Employed deep-cleaning techniques for areas in need of additional sanitation.
- Assisted other hotel attendants with cleaning and room setup tasks during peak periods and holidays.
- Conducted inventory of linens, cleaning supplies and toiletries and restocked housekeeping carts and storage closets.
- Washed and polished glass windows and doors to keep entryways clear and professional.
- Mapped out daily cleaning work assignments by assessing vacant room roster.
- Reported guest issues, safety and maintenance concerns immediately to [Job title].
- Organized supplies for use based on expected customer needs.
- Followed manufacturer instructions for using chemicals and equipment to avoid burns, injuries and workplace accidents.
- Monitored safe usage of chemical cleaners to prevent inhalation, spillage and chemical burns.
- Used [Type] cleaning products for sanitizing bathrooms and kitchens to reduce spread of germs and prevent illness.
- Laundered sheets and removed stains to restore linens to pristine condition.
- Managed client laundry with proper care and attention to needs of different linens and articles of clothing.
- Sorted, washed, dried, and ironed guest laundry.
- Coached new [Job title]s by demonstrating approved cleaning procedures.
- Performed [Number] point cleaning system saving cleaning time per room from [Number] to [Number] minutes while maintaining hotel quality standards.
- Responded to guest requests for linens and [Type] items quickly, which increased patron satisfaction rates by [Number]% on company scorecards.

Kroger - Picker

Nashville, TN • 05/2019 - 08/2019

- Fulfilled orders quickly to accomplish challenging daily objectives.
- Picked products from designated locations using various tools and transferred to appropriate areas for further processing.
- Picked up heavy objects using proper lifting techniques to avoid personal injuries.
- Selected products and items from shelves and pallets for customer orders.
- Labeled boxes and placed in outbound collection areas.
- Limited damage to products and orders by using care when choosing items.
- Packed fragile items with bubble wrap to prevent breakage during shipping.
- Monitored aisles and floor areas for neatness and organization to enable forklifts to operate throughout warehouse.
- Weighed and measured products and materials to check compliance with specifications and regulations.
- Reviewed orders for specialty codes to determine item locations in warehouse.
- Documented package information by completing associated paperwork, attaching labels and running barcodes with scanners.
- Confirmed items picked for orders by keying codes into system.
- Took custom orders from clients and provided accurate quotes.
- Accepted, processed and filled orders quickly and accurately.
- Pulled merchandise to fulfill orders to specification.
- Operated handheld scanners to track merchandise throughout fulfillment process.
- Kept assigned work areas clean and orderly to promote efficiency and mitigate risk of accidents.
- Organized and stored items in warehouse using pallet jacks and hand trucks.
- Assembled customer orders from stock and placed orders on pallets for shipping department.
- Promoted workplace safety and smooth production by keeping workspaces clean, organized and free of hazards.
- Gathered and organized merchandise for distribution into appropriate envelopes, boxes or pallets.
- Assisted in picking and loading process as required by business needs by efficiently picking and assembling orders.
- Coordinated with other associates on day-to-day work activities to drive productivity and achieve operational objectives.
- Operated warehouse equipment with caution and according to manufacturer instructions to reduce risk of accidents and malfunctions.
- Reviewed production schedule, customer orders, work orders and requisitions to determine items to be moved, gathered or distributed.
- Reported damaged products or safety hazards to immediate supervisor.
- Picked products by matching numbers and product descriptions using voice audio headset.
- Worked additional hours and shifts to meet tight deadlines during peak periods.
- Delivered outstanding service, including interacting with customers, answering customer inquiries and handling customer complaints.