

Jessica Claire

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SUMMARY	<p>Successful Consultant promotes aggressive drive toward organizational change through research, optimization and systems development. Experience conferring with employees and management to address problems with internal controls and procedures negatively impacting business operations. Focused on reducing costs, streamlining processes and maximizing resource utilization.</p>
SKILLS	<ul style="list-style-type: none">ReliableFriendlyEnergeticApproachableTeam playerOrganizedStrong work ethicExceptional customer serviceMS Office proficientSales expertiseStrong sense of banking ethicsExcellent communication skillsFlexibleManagement ExperienceSoftware troubleshootingProject analysisContent management systemReports and documentationEmployee managementCustomer relationship managementStaff managementClient rapportIssue resolutionJavaScript WHM, cPanel, WordPress customizationContinuous Improvement
EXPERIENCE	<p>CONSULTANT 03/2018 to CURRENT</p> <p>Certara Inc. Nashville, TN</p> <ul style="list-style-type: none">Met with stakeholders, contractor product teams and customers throughout system development life cycle.Compiled and submitted reports to leadership on programs, performance and education initiatives.Tracked project-related expenses and hours to assist time-sensitive planning and deployment considerations.Optimized project development and roll-out through in-depth technical research and analysis of risk-reward scenarios.Reviewed diverse organizational problems to assess concerns with areas such as workflows, communication and cost controls.Established quality standards and performed work according to project schedules.Collaborated with state trade associations to establish and enhance procedures for increasing efficiency and labor investment.Documented research findings and prepared polished reports highlighting results and potential improvement strategies.Handled any problems or issues during commercial cultivation project implementation.Provided expert assessments of designs and plans in the Cannabis industry.Worked with Veteran non-profits to develop call-to-arms for generating funding, support and program development opportunities.Cultivated programs for client outreach and marketing, website development and services to promote profitability.Created and executed all elements, including policies, procedures and training for network resource administration and business continuity.Adhered to guidelines and enabled compatibility through effective analysis and troubleshooting. <p>UNIVERSAL BANKER 09/2015 to 10/2018</p> <p>Bbcn Bank Buena Park, CA</p> <ul style="list-style-type: none">Maintained cash drawer by following exact procedures for transactions and strong security protocols.Set up new accounts and services for customers and explained important restrictions, benefits and requirements of each.Completed routine teller tasks with high accuracy, including transfers, deposits and bill payments.Helped customers understand and use technical tools such as mobile applications and online banking.Conducted special service and account transactions for customers, including ordering checks and placing stop payment orders.Met or exceeded sales goals by promoting bank products and services in every interaction.Promoted facility security by monitoring customer behaviors and following established protocols to protect individuals and assets.Managed escalations with polite service, knowledgeable support and unsurpassed professionalism to satisfy needs and protect bank reputation.Cultivated positive relationships with key stakeholders and decision-makers as part of successful business practices.Networked in community, obtained referrals from customers and used sales techniques such as cold calling to increase business.Trained and coached less experienced team members in procedures, compliance standards and performance strategies.Completed daily cash balancing, including the ATM. <p>MEMBER SERVICE REPRESENTATIVE 01/2012 to 2015</p> <p>Fort Knox Federal Credit Union Elizabethtown, KY</p> <ul style="list-style-type: none">Assisted in maintaining accurate records by verifying and updating member account information.Liaised between patrons, store personnel and internal departments.Helped members resolve account problems and navigate internal systems to handle routine needs.Offered exceptional customer service to differentiate and promote company brand.Managed administrative requirements to keep records up to date and complete timely forms for customer needs.Maintained strong knowledgebase of product options and sales promotions to better serve every customer.Communicated information to customers about product quality, value and style.Kept member service area clean and neat with well-stocked supplies and fliers.Delivered fast, friendly and knowledgeable service for routine questions and service complaints.Cross-trained in different internal databases and service positions to help team members meet coverage demands.Managed customer conflicts and challenging situations by staying calm and accessing internal knowledgebases to develop strategic solutions.Memorized company products and services to answer customer questions quickly and capitalize on upsell opportunities.Evaluated customer account information to assess current issues and determine potential solutions. <p>ASSISTANT STORE MANAGER 02/2008 to 2012</p> <p>Michael Kors Chicago, IL</p> <ul style="list-style-type: none">Collaborated with staff to maximize customer satisfaction, streamline procedures and improve bottom-line profitability.Assisted in overall day-to-day operations of store, including continuous development of effective store associates to achieve desired sales and results.Recruited and hired individuals demonstrating passion, dedication and added value to team.Set schedules and delegated assignments based on team strengths to optimize floor coverage and service levels.Monitored supplier operations to verify quality, delivery schedule and conformance to contract specifications.Completed frequent walk-throughs and directed team members to correct issues impacting store appearance or professionalism.Provided mentorship for employees to generate sales, promote effective upselling and cross-sell to improve retail productivity.Fielded customer complaints, resolved disputes and answered questions to promote store engagement and effectiveness.Led teams in planning, implementation and execution of merchandising and operating initiatives to streamline business effectiveness.Handled scheduling for two store shifts across 7-day work weeks to promote proper and adequate staffing.Promoted and supported strong relationships with local community organizations in surrounding area.Supervised front of house staff in processing credit, debit, and cash payments to streamline sales.Encouraged professional growth and talent development in associates to increase performance in all areas.Interviewed and vetted job applicants to make effective hiring decisions and fill vacancies with strong team members.Maintained retail store presentation by overseeing merchandise replenishment, customer courtesy and inquiry response.Oversaw aspects of maintenance, inventory and daily activity management to provide optimized retail environment.Achieved or exceeded business plans on consistent basis by engaging employees in key processes. <p>EDUCATION AND TRAINING</p> <p>Associate of Science Botany University of Alaska Anchorage, Anchorage, AK</p> <p>S.I.O.V.E. High School, Anchorage, AK High school diploma</p> <p>ACTIVITIES AND HONORS</p> <ul style="list-style-type: none">* Two Fraud Prevention Awards* High School Honor Roll* High School perfect attendance* Business Participant in the Polar Plunge 2013* Marketing Participant in Running with the Reindeer 2014* Customer First Service Award