

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Driven Customer Specialist committed to providing quality service and timely issue resolution. Proficient communicator and detail-oriented. Accustomed to working in stressful, high-volume call environments while providing efficient and accurate support. Focused customer service professional skilled in lead generation, customer relationship development and sales. Accomplished in providing unsurpassed support to demanding customers. Offering 8 years of experience in related roles, as well as passion for always improving numbers, enhancing knowledge and exceeding expectations. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses. Diligent Customer Service Representative bringing top-notch skills in oral and written communication, active listening and analytical problem-solving skills. Able to enhance customer experiences by employing service-oriented behaviors, understanding customer desires and providing customized solutions to build loyalty.

SKILLS

- IT support
- Excellent written and oral communication
- Good communication skills
- Data management
- Multitasking
- Telephone etiquette
- MS Office proficiency
- Training development aptitude
- Data entry
- Recordkeeping strengths
- Complaint resolution
- Service standard compliance
- Computer proficient
- Strategic sales knowledge

EDUCATION

DeVry University

Irving, TX

Bachelor of Science: Business Administration

DeVry University

Irving, TX

MBA: Business Administration And Management
Currently Enrolled

WORK HISTORY

Teddy Bear Portraits - Aviation Electrician's Mate

Teaneck, NJ • 06/2006 - 04/2017

- Strengthened traceability, developing organization systems for record, report and agenda distribution
 - Assisted in preparation of operation plans and orders and organized visual and instrument flight plans
 - Mitigated regulatory risks by obtaining documents, clearances, certificates and approvals from local, state and federal agencies
 - Alerted crash crews of emergencies and interpreted weather reports
 - Supervised airfield operations, including arrivals, departures and fueling, identifying and addressing concerns promptly to maintain targets.
 - Developed top-performing operations teams by recruiting, training and mentoring new hires to build cohesive, driven groups
 - Ensured testing for all personnel utilizing random and unpredictable identification procedures
 - Worked closely with tenant commands, naval station and ship security officers
 - Reviewed and corrected budget estimates and proposals for completeness, accuracy and conformance with established regulations
 - Coordinated training schedules and filed crucial administrative paperwork
 - Aided senior leadership during executive decision making process and delivered regular reports to recommend corrective actions and improvements
 - Received and implemented combat orders and directed deployment of personnel in offensive, defensive and retrograde operations
 - Planned and assembled training and logistics packets for deployments and redeployments
 - Saved time by spearheading special projects through effective emergency resolution
 - Executed effective budget project management on complex testing issues for senior leadership
 - Directed ship's force protection efforts, anti-terrorism educational training and pre-deployment certification programs

Ecolab Inc. - IT Support Specialist

Kingston, NY • 10/2015 - 07/2017

- Installed and configured printers and scanners, resetting default device passwords to prevent cyber attacks
- Advised customers and users regarding required maintenance practices of diverse software systems for OEM warranty requirements and industry best practices
- Set up new desktop systems and configured laptops for incoming employees, loading required software and server permissions
- Prepared and distributed team-based communications to foster collaboration and enhance team morale
- Delivered top-notch administrative support to office staff, promoting excellence in office operations
- Tracked project changes in system with detailed notes to help stakeholders access and analyze key information
- Conducted thorough research using diverse resources to assist professional staff with routine and special project tasks
- Compiled reports and recorded activities for projects as part of comprehensive, compliance-driven recordkeeping strategies
- Sorted, opened and routed incoming correspondence and deliveries to help senior leaders respond quickly to business and customer requirements
- Completed multiple tasks simultaneously to optimize project completion
- Adhered to established schedules by facilitating work quality and timely delivery
- Managed office inventory by restocking supplies and placing purchase orders to maintain adequate stock levels
- Monitored premises, screened visitors, updated logs and issued passes to maintain security
- Provided clerical support to 32 company employees by copying, faxing and filing documents
- Answered questions and addressed, resolved or escalated issues to management personnel to satisfy customers
- Completed forms, reports, logs and records to quickly handle all documentation for human resources
- Maintained office supplies inventory by checking stock and ordering new supplies as needed
- Transferred and directed phone calls, guests and mail to correct staff members
- Kept reception area clean and neat to give visitors positive first impression
- Found new sources for office supplies and closely monitored inventory use to cut cost
- Identified and recommended changes to existing processes to improve accuracy, efficiency and responsiveness of customer service department
- Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance
- Interacted with vendors, contractors and professional services personnel to receive orders, direct activities and communicate instructions
- Recorded new hires, transfers, terminations, changes in job classifications and merit increases to main human resources files
- Maintained daily reports and advised executive leaders in decision-making processes
- Built and maintained excellent customer relationships through timely response to inquiries and going above and beyond to accommodate unusual requests

Mile One Automotive - Customer Service Agent

Elizabeth City, NC • 04/2017 - 06/2018

- Maintained accurate and current customer account data with manual forms processing and digital information updates
- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service
- Recommended products to customers and suggested other options if preferred product was unavailable
- Enhanced productivity by staying on top of call scripts and maintaining control over direction of conversations
- Adapted to new applications and maintained knowledge of current technologies
- Educated customers on promotions to enhance sales
- Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction
- Maintained and encouraged customer loyalty through courteous and efficient resolution of disputes, complaints and discrepancies
- Contacted customers to return routine and general calls promptly
- Resolved over 30-60 customer issues per shift by researching and exploring answers, implementing solutions and escalating unresolved problems to upper management
- Conferred with management and vendors to discuss defective and unacceptable services and determine corrective action
- Assisted call-in customers with questions and orders
- Exhibited high energy and professionalism when dealing with all levels of clients and staff
- Adhered to company policies and scripts to consistently achieve call-time and quality standards
- Demonstrated high attention to detail, organization, and ability to manage multiple tasks and projects simultaneously
- Achieved and consistently exceeded revenue quota through product and service promotion during routine calls

American Heart Association - Customer Service Specialist

City, STATE • 09/2018 - 12/2019

- Surpassed performance goals by approaching all interactions with resourcefulness, organization and customer-centric solutions
- Retained accounts by addressing potential cancellations and offering catered solutions to maintain account status
- Increased efficiency and team productivity by promoting adherence to operational best practices and company policies
- Offered internal and external customers first-rate customer service to maximize satisfaction and business success
- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service
- Addressed customer complaints and mitigated dissatisfaction by employing timely and effective solutions
- Assisted in training new employees and participated in cross-training with other departments
- Conferred with customers about concerns with products or services to resolve problems and drive sales
- Complied with company policies and procedures by encouraging positive and effective work environment among all employees
- Handled day-to-day customer contact via phones, faxes and emails
- Educated customers about company products and services options and processed purchases
- Utilized databases, logs and customer records to locate and verify information
- Answered average of 30-60 calls, emails and faxes per day, addressing customer inquiries, solving problems and providing product information
- Enhanced customer satisfaction ratings by resolving technical, on-site and account issues efficiently
- Directed customers to appropriate departments for additional support
- Requested escalation for unresolved issues
- Built long-term, loyal customer relations by providing top-notch service and detailed order, account and service information
- Received and processed various documents for accuracy while demonstrating operational knowledge of customers, carriers and procedures
- Accurately tracked and recorded all customer interactions in CRM platform
- Managed complex transactional and emotional customer situations promptly and professionally while meeting service commitments
- Took payment information and other pertinent information such as addresses and phone numbers to place orders
- Recorded product or service failure complaints and notified appropriate departments

ACCOMPLISHMENTS

- Supervised team of 23 staff members.
- Resolved product issue through consumer testing.
- Used Microsoft Excel to develop inventory tracking spreadsheets.
- Designed improved quality assurance processes and trained 18 staff members in the new system.
- Conducted detailed inspections on \$13 million worth of intelligence equipment and weapons.
- Awarded the Overseas Service Ribbon in 2006.
- Awarded National Defense Service Medal in 2008.
- Awarded Global War on Terrorism Service Medal and Global War on Terrorism Expeditionary Medal in 2010.
- Navy Good Conduct Medal (2) in 2009 and 2012.
- Sea Service Deployment Ribbon
- Navy Battle "E" Ribbon