

# JESSICA CLAIRE

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## PROFESSIONAL SUMMARY

Organized and dependable candidate successful at managing multiple priorities while maintaining a strong work ethic and exhibiting a positive attitude. Also an ambitious, career-focused candidate seeking to maintain a full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

## SKILLS

- Sexual assault victim advocacy
- Domestic Violence Advocacy
- Critical thinking
- Conflict resolution
- Customer service
- Excellent work ethic
- Good listening skills

## WORK HISTORY

### **Domestic Violence Advocate**, 01/2021 - Current

Nashua, New Hampshire – Nashua, NH

- Assessed cognitive abilities and physical and emotional needs of clients to determine appropriate interventions.
- Obtained and supplied information to coordinating agencies to provide best possible guidance to clients.
- Secured housing, medical care and employment for clients by collaborating with various community agencies.

### **Sales Representative**, 07/2020 - Current

U.S. Venture – West Allis, WI

- Helped resolve client problems quickly with superior customer service.
- Reached out to customers after completed sales to evaluate satisfaction and determine immediate service requirements.
- Initiated sales strategies by recruiting new clients through approved methods.
- Drove team revenue totals by bringing in top sales numbers.
- Fostered relationships with customers using account management skills to bolster future sales opportunities.
- Tailored sales approaches and techniques to specific client needs to increase marketing effectiveness.
- Contacted customers and prospects to generate new business to achieve company growth goals.
- Communicated with customers to understand needs and recommend appropriate solutions.

### **Paraprofessional**, 05/2018 - 06/2020

Bdo – Owings Mills, MD

- Relieved classroom teacher during breaks and maintained order and structure in classroom.
- Oversaw students in classroom and common areas to monitor, enforce rules and support lead teacher.
- Prepared reports and paperwork for parent-teacher conferences.
- Set up visual aids, equipment and classroom displays to support teacher's lesson delivery.
- Kept classrooms clean, neat and properly sanitized for student health and classroom efficiency.
- Monitored students on field trips, handling roll call and group movement to keep youths safe in public settings.
- Instructed small groups of students in basic concepts such as alphabet, shapes and color recognition.
- Graded tests and papers and recorded grades for teaching staff.
- Prepared instruction materials, including making copies, constructing bulletin boards and setting up work areas.
- Implemented practice exercises and used repetition, enabling students to grasp new concepts quickly.
- Delivered personalized educational, behavioral and emotional support to individual students to enable positive learning outcomes.
- Maintained head count and attendance sheets.

### **Call Center Supervisor**, 03/2016 - 05/2018

Colorado Springs Utilities – Colorado Springs, CO

- Oversaw employee performance to foster accurate prioritization and achievement of sales and productivity goals.
- Monitored call quality and provided individual constructive feedback to enhance performance and address areas in need of improvement.
- Established and oversaw performance targets for call center associates.
- Assessed personnel performance and implemented incentives and team-building events to boost morale.
- Increased efficiency and productivity through effective staff training regarding customer service protocols and call resolution techniques.
- Prepared reports to assist business leaders with key decision making and strategic operational planning.
- Reduced personnel turnover by developing and implementing performance evaluations to support corrective action planning.
- Improved organizational efficiency by effectively recruiting new hires and supporting management with personnel decisions.
- Trained team members on performance metrics and consumer behavior identification.
- Minimized workflow issues by cross-training staff on technical procedures, protocols and customer service practices.
- Managed personnel, including scheduling for agents and product specialists to foster increased productivity.
- Supervised 30 agents in providing excellent customer service to callers requiring assistance for customer service and retention issues.

### **Customer Service Associate**, 03/2015 - 05/2017

Anthem, Inc. – Greensburg, IN

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Provided primary customer support to internal and external customers.
- Energized and motivated in performing sales floor activities including merchandising and selling.
- Demonstrated items to customers and created customer awareness, interest and sales.
- Improved customer satisfaction ratings by addressing issues and fostering timely resolution.

## EDUCATION

**Bachelor of Arts: Human Services**, 06/2021

Saint Leo University - Saint Leo, FL