

JESSICA CLAIRE

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SUMMARY

Maintain efficient program operations by applying strong document management and resource coordination skills to day-to-day needs. Conscientiously address any need and resolve concerns to promote efficiency and maximize service outreach. Proven relationship-building and planning abilities. Goes extra mile to provide assistance to victims of abuse through a network of resources and hard work.

SKILLS

- Active listening
- Critical thinking
- Relationship building
- People skills
- Document management
- Problem resolution
- Troubleshooting
- Organization

EXPERIENCE

Lennar - Shelter Attendant/Advocate

Indio, CA • 02/2022 - Current

- Completed reports, paperwork and documentation accurately and on time.
- Identified appropriate community resources and provided referrals for services.
- Identified and implemented process improvement opportunities to achieve objectives.
- Maintained after-hours availability on rotating basis to provide on-call coverage.
- Collaborated with community providers to identify and engage natural supporters.
- Performed data input to document care and services plans, needs assessments and progress notes.
- Gathered and analyzed information to advocate safety, well-being and progress.
- Reached out to individuals via phone, email and SMS to deliver help and support.
- Conducted presentations on victimization and other issues to create trauma-informed community.
- Built trust and rapport with victims of violent crimes by remaining calm and compassionate in variety of situations.
- Attended hearings with victims to provide emotional support.
- Advocated for victims during difficult situations by filing police reports and connecting to needed services.
- Guided clients through transition to independent living within community.
- Made referrals to utilize community resources for resident's needs.
- Empowered patients and families to negotiate with resource providers and make decisions on own behalf.
- Referred clients to substance abuse treatment programs and outpatient dual diagnosis treatment programs.
- Built partnerships with related organizations to develop support and gain greater attention for important issues.
- Maintained accurate records and documented client data in company databases.
- Built and maintained strong relationships with patients by successfully resolving issues and responding promptly to phone inquiries.
- Collaborated with social workers to support patients.

A. Due Pyle, Inc - Customer Care Coordinator

Vineland, NJ • 03/2018 - 02/2022

- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Promptly responded to customer inquiries and resolved complaints to promote loyalty.
- De-escalated customer issues with proven conflict mediation and problem-solving abilities.
- Kept customer and system account information accurate and current to support timely resolutions for concerns.
- Consulted with customers to resolve service and billing issues.
- Built client rapport, accurately processing repair invoices and claims while troubleshooting financial discrepancies through completion.
- Addressed incoming customer inquiries and offered productive solutions, increasing customer satisfaction ratings.
- Maximized revenue by proactively building and managing key customer relationships.
- Provided high level of quality control, eliminating downtime to maximize revenue.
- Enhanced client retention by driving product benefits and features and preferred supplier information delivery around client needs.
- Achieved high sales percentage with consultative, value-focused customer service approach.
- Coordinated logistics and verified equipment shipment pricing and availability.
- Coordinated with various company teams to offer and implement successful solutions to customer problems.
- Delivered customer support to high call load each shift.
- Reduced downtime, authorizing diagnosis and managing equipment repair and replacement through delivery.
- Maintained high satisfaction score by consistently resolving first-call issues.
- Promoted product offerings to drive growth and exceed benchmarks.

Rock County - Customer Service Representative

Janesville, WI • 09/2016 - 03/2018

- Remained calm and professional in stressful circumstances and effectively diffused tense situations.
- Demonstrated excellent communication skills in resolving product and consumer complaints.
- De-escalated problematic customer concerns, maintaining calm, friendly demeanor.
- Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.
- Assisted customers with making payments or establishing payment plans to bring accounts current.
- Fielded customer complaints and queries, fast-tracking for problem resolution.
- Upheld quality control policies and procedures to increase customer satisfaction.
- 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.
- Informed customers about billing procedures, processed payments and provided payment option setup assistance.
- Answered incoming calls and emails, providing frontline customer support or assistance with product and service transactions.
- Made outbound calls to obtain account information.
- Worked successfully with diverse group of coworkers to accomplish goals and address issues related to our products and services.
- Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.
- Juggled multiple projects and tasks to ensure high quality and timely delivery.
- Demonstrated self-reliance by meeting and exceeding workflow needs.
- Demonstrated leadership by making improvements to work processes and helping to train others.

Healing Lodge Of Seven Nations - Treatment Coordinator

City, STATE • 06/2014 - 10/2015

- Educated patients on detox and withdrawal, medications, addiction, recovery, coping skills and community resources.
- Developed referral process to assist client access to special programs and services.
- Identified problem areas impacting participants' ability to successfully complete treatment.
- Worked closely with drug court staff in designing treatment plans specific to client needs.
- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Worked successfully with diverse group of coworkers to accomplish goals and address issues related to our products and services.
- Demonstrated self-reliance by meeting and exceeding workflow needs.