

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Knowledgeable and dedicated customer service professional with extensive experience in problem solving. 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.

SKILLS

- Client Relationship Building
- Process Improvement
- Health and Safety Management
- Data entry skills
- Till counting
- Service-oriented mindset
- Complaint resolution
- Money handling abilities
- Professional telephone demeanor
- Sales expertise
- Retention strategies
- Exceptional memorization skills
- Constant desire for growth

WORK HISTORY

- 08/2021 to 11/2021 **Verification Customer Advocate**
Crossborder Solutions – Houston, TX
 - Documented customer concerns and inquiry resolutions in internal computer system.
 - Researched and resolved account and service problems with friendly, knowledgeable support.
 - Made as many as twenty calls each day focused on providing clarification and resolving technical issues.
 - Used company software - Carma - to maintain records of filed complaints and results, as well as other customer service department data.
 - Created, articulated and championed vision and standards for user experience.
 - Coordinated with colleagues to oversee special requests made by customers such as deadline extensions and **income verification assistance**.
 - Listened to customers in actively to assess issues and provide accurate information.
 - Led efforts to pursue creative methods to gather and interpret customer perspectives, partnering with senior management in product, strategy and IT initiatives.
 - Sought ways to improve processes and services provided.
 - Investigated and resolved customer inquiries and complaints quickly.
 - Surpassed sales goals through implementation of effective marketing strategies.
 - Exhibited high energy and professionalism when dealing with clients and staff.
 - Communicated professionally with colleagues, freelancers and clients.
 - Educated customers about billing, payment processing and support policies and procedures.
 - Validated **identity, income** and employment paperwork to boost **verification** efficiency.
 - Improved sales abilities and product knowledge on continuous basis to provide optimal service and achieve quotas.
 - Responded proactively and positively to rapid change.

03/2021 to 05/2021 **Sales Associate**
St. Jude Children's Research Hospital – Memphis, TN
 - Prepared merchandise for sales floor by pricing or tagging.
 - Helped customers locate products and checked store system for merchandise at other sites.
 - Engaged with customers to effectively build rapport and lasting relationships.
 - Grew sales and boosted profits, applying proactive management strategies and enhancing sales training.
 - Boosted sales by conferring with customers to evaluate purchase requirements and recommend best-fit company offerings.
 - Educated associates on market trends and stayed up-to-date on forecasts.
 - Developed, marketed and sold full range of products and support services.
 - Evaluated inventory and delivery needs and optimized strategies to meet customer demands.
 - Provided positive first impressions to welcome existing, new and potential customers.
 - Implemented up-selling strategies such as recommending accessories and complementary purchases to boost revenue.
 - Increased sales by offering advice on purchases and promoting additional products.
 - Organized racks and shelves to maintain store visual appeal, engage customers and promote specific merchandise.
 - Answered customer questions regarding sizing, accessories and proper care for merchandise.

06/2018 to 05/2021 **Barista**
Dutch Brothers Coffee – City, STATE
 - Maintained incredibly expensive espresso equipment and performed minor repairs to keep coffee machines functioning properly.
 - Trained new team members with positive reinforcement and respectful, encouraging coaching.
 - Cultivated to recall customers' names and address each by name.
 - Engendered customer loyalty by remembering personal preferences and allergy information.
 - Educated staff by sharing knowledge and expertise of coffees, teas and merchandise.
 - Prioritized drink requests while managing interruptions.
 - Pleasantly interacted with customers during hectic periods to promote fun, positive environment.
 - Sanitized equipment and wiped down counters and tables to prevent spread of germs.
 - Elevated customer loyalty by using strong communication abilities to resolve customer problems.
 - Controlled line and crowd with quick, efficient service.
 - Educated coworkers and customers about new products.
 - Recommended products based on solid understanding of individual customer needs and preferences.
 - Created wide variety of hot and cold drinks in average shifts with consistently positive customer satisfaction scores.

01/2014 to 08/2018 **Independent Contractor (Cleaner)**
PJ Hussey & Associates – City, STATE
 - Delivered outstanding cleaning services by collaborating not just with management, but peers and residents as well.
 - Developed and refined independent working skills, as well as becoming comfortable in problem solving situations.
 - Learned the importance of initiative, by complete miscellaneous tasks, even if not specifically asked or required of me.
 - Consulted with management and residents to assess needs and propose optimal solutions.

EDUCATION

Sociology With An Emphasis in Social Work

Grand Canyon University - Phoenix, AZ

- Received Provost Scholarship to attend GCU

05/2019

High School Diploma

Shadow Mountain High School - Phoenix, AZ

- Elected Captain of Volleyball team in 2015 (4 Year Player)
- Elected Captain of Varsity Softball Team in 2019 (4 Year Varsity Player)
- Awarded **Coaches Award in 2018 for Volleyball**

• 4 Year Honor Roll Student- in AP and honors classes

• Member of Global Rescue Project

• Invited to join the Honor Society

• Continuing education in **Sociology**

• Received Provost Scholarship from Grand Canyon University