

# Jessica Claire

100 Montgomery St. 10th Floor • (555) 432-1000 • resumesample@example.com

## Summary

Creative specialist seeking new opportunities. Works well high-stress situations and is task-oriented. Well rounded in various skills including active listening, building customer loyalty, positive attitude, problem-solving, interpersonal relations and time management.

## Skills

- Breed and species knowledge
- Delivery
- Medication administration
- Resolving customer issues
- Ordering and stocking medications
- Stocking shelves
- Supporting pharmacy operations
- Cash Handling
- Basic math
- Equipment usage
- Safety management
- General laborer
- Proficient in MS Office
- Valid Oklahoma driver's license
- Basic electrical knowledge
- Physical agility
- Able to lift 50 pounds
- Circuit layouts
- Critical thinking
- Planning
- Active listening
- Computer skills
- Data Management
- Recruiting
- Customer retention
- Proficient in Photoshop
- People skills
- Customer service
- Leadership
- Microsoft Office
- Relationship building
- Work ethic
- PPE use
- Route management
- Local Delivery
- Responsible driver
- Courteous and polite demeanor
- Time management skills
- Merchandise stocking and restocking
- ID verification
- Data entry
- Proofreading
- Strong problem solver
- AP style understanding

## Experience

**Apprentice Floral Designer**, 04/2022 to Current

**United Natural Foods Inc** – Columbia, CT

- Cut, arranged and produced flower bouquets and potted perennial plants according to customer specifications.
- Communicated clearly and effectively with customers to determine type of arrangement desired, occasion and date, time and location for each arrangement needed.
- Promoted customer satisfaction by recommending flower pairings and greenery options for floral arrangements.
- Created tabletop and various other custom arrangements or pieces.
- 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.
- 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.
- Provided excellent service and attention to customers when face-to-face or through phone conversations.
- Contacted customers prior to delivery to coordinate delivery times.
- Loaded and unloaded vehicles at distribution center and delivery address.
- Reviewed delivery documents and orders and reported errors to supervisor.
- Drove vehicles safely, obeying traffic laws and transportation procedures to avoid accidents.
- Determined optimal routes based on GPS application information and knowledge of local routes.

**Pet Sitter**, 06/2021 to Current

**Unitedhealth Group Inc.** – Salem, OR

- Fed animals twice daily and refilled water dish frequently with fresh supply.
- Developed long-term relationships with clients and bonded with animals through regular contact.
- Offered animals ample exercise opportunities through walks and play activities.
- Noted unusual behavior in logs and contacted owners immediately regarding health-related issues.
- Coordinated care for multiple animals at different locations and resolved scheduling or service issues.
- Disposed of animal waste and droppings and performed animal cleaning tasks when appropriate.
- Monitored medication administration as directed by pet owners and vet.
- Provided seamless communication to inform pet owners of visits and pet status.

**Floral Merchandiser**, 07/2021 to 04/2022

**Sunbelt Rentals, Inc.** – Omaha, NE

- Arranged items in favorable positions and areas of store to attract customers and optimize sales.
- Monitored stock to maintain sufficient quantity of featured product.
- Displayed appropriate signage for products and sales promotions.
- Organized engaging front-facing displays to capture customer interest and drive revenue growth.
- Communicated and coordinated planogram execution with store management.
- Promoted customer satisfaction by recommending flower pairings and greenery options for floral arrangements.
- Shared details on how to properly care for purchased flowers and plants with customers.
- Put up, maintained and removed displays for holidays and seasons.
- Organized, tagged and displayed new products for customers.
- Watered plants and cut, conditioned and cleaned flowers and foliage for storage.
- Maintained salability and health of floral products by establishing clear care procedures.
- Prioritized and organized tasks to efficiently accomplish service goals.

**Pharmacy Clerk**, 05/2020 to 05/2021

**Frederick County Public Schools** – Frederick, MD

- Restocked shelves and prepared expired drugs for return.
- Supported pharmacist in preparing daily prescriptions.
- Assisted pharmacist in daily operations tasks and administrative tasks.
- Processed pharmacy payments by ringing up customers on cash register and handling cash and credit transactions.
- Managed and received inventory by checking deliveries, counting stock, monitoring medication expiration dates and placing orders.
- Increased sales and customer satisfaction by helping store customers with pharmacy services, general store questions and in locating products.
- Provided filled prescriptions to customers, included medication information sheets and coordinated consults.
- Adhered to safety protocols and safe work practices to reduce likelihood of injury.
- Handled client inquiries with
- Inventory all Nursing home Prescriptions and prepare them for delivery.
- Assemble and stock Pill bottles and packaging for pharmacist.
- exceptional professionalism and enthusiasm.
- Greeted guests pleasantly, discussing specialty flavors and answering allergen concerns.
- Served and scooped ice cream, following sizing specifications.
- Cleaned and organized utensil area, napkins station and restroom facilities.
- Restocked ice cream disposable supplies, glass serving dishes and utensils.
- Maintained cleanliness of showcase, lobby and patio area, remaining attentive to trash, tables and chairs.
- Assembled and prepared ice cream-based drinks, following recipes to produce consistent products.
- Used POS system expertise to complete accurate sales transactions.
- Cleaned counters, tables and fountain equipment thoroughly to keep sanitary, following quality checkpoints.
- Maintained adherence to stringent delivery deadlines.
- Obtained official signatures and required payments for different types of deliveries.
- Prepare prescription to be packaged labeled and mailed.

**Shop Foreman**, 11/2018 to 05/2020

**Vca Antech, Inc.** – Columbus, OH

- Focused on safety and efficiency when using tools, equipment and gauges.
- Built scenic set pieces for stage performances.
- Be in attendance for all events held in theatre auditorium.
- Operated variety of instruments, equipment and power tools to reduce accidents and malfunctions.
- Stage Manage and strict visiting productions and artists.
- Catalogue and inventory theatre property such as Make up, Stage lights, and lumber.
- Direct peers in operating tools and teach proper shop safety.
- Design, Cut, and Sew stage costumes to fit and portray characters.
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- Delegated tasks to multiple employees while maintaining efficient workplace.
- Sketched outline designs and used CAD programs to create detailed designs and specifications.
- Monitored design processes from conceptual phase through construction.
- Promoted speedy resolution of conflicts and issues between team members by listening and communicating well with involved parties.
- Managed props, stage sets and fixtures for each theatre production.
- Cleaned and organized dressing rooms, restrooms and stage floor area to prevent injury or performance complications.
- Hung, patched and focused theatrical lighting fixtures to illuminate theater productions.
- Contributed input and expertise in audio and light operations.
- Explained project plans and distributed work to other theatre technicians.

**Food Service Worker**, 05/2017 to 04/2018

**Barn'rds Roast Beef** – City, STATE

- Maintained order and cleanliness of work areas to conform with health codes.
- Acquired new skills to support team and further accommodate customer needs.
- Received food orders from individuals and explained offerings.
- Updated food displays, cases and other customer-facing areas to increase sales of special items.
- Complied with company service standards and adhered to inventory and cash control procedures.
- Operated cash register to process cash, check and credit card transactions.
- Cleaned and sanitized work areas, equipment, utensils, dishes and silverware.
- Coordinated guest relations to boost satisfaction and brand loyalty.

**Kennel Attendant**, 04/2016 to 09/2017

**Village Animal Hospital, LLC** – City, STATE

- Cleaned cages in accordance with health code requirements to ensure sanitary environment for animals.
- Stayed on top of laundry, sweeping and disinfection during slow periods.
- Removed waste from kennels, runs and exercise areas and placed in trash receptacles or in-ground septic systems.
- Bathed animals to remove dust, debris or contaminants and maintain wellbeing.
- Followed consistent safety procedures, maintained visible animal identification and checked tags to minimize care errors.
- Addressed healthcare needs of animals by coordinating with veterinarians and following orders.
- Promoted optimal animal health by feeding and watering on regular schedule.

## Education and Training

**Bachelor of Arts: Liberal Arts And General Studies**, 05/2022

**Northwestern Oklahoma State University** - Alva, OK

- Castle Players club president.
- Completed professional development in Speech and Theatre.
- Completed coursework in Psychology, Criminal Justice and Humanities.
- Honor Roll Spring 2020
- Completed coursework in speech and theatre, arts and humanities and psychology.

**High School Diploma**: 05/2018

**Kapaun Mount Carmel Catholic High School** - Wichita, KS