

# JESSICA CLAIRE

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 Montgomery Street, San Francisco, CA 94105

## SUMMARY

**Customer Service:** Highly enthusiastic customer service professional with one year client interface experience. I am personable and responsible Cashier with a year in retail and customer service. Solid team player with upbeat, positive attitude. Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success.

**Childcare:** Seasoned Childcare Aid with 1 year experience supporting preschool school staff. Childcare Assistant adept at keeping calm under pressure while continuing to keep the daycare setting light and playful. Works hard to identify and rectify behavioral and educational issues. I have 2 years with daycare children. I help teachers foster a positive, productive and encouraging classroom environment.

**Management:** High-energy Manager successful in building and motivating dynamic teams. Cultivates a company culture in which staff members feel comfortable voicing questions and concerns, as well as contributing new ideas that drive company growth. I am also driven to cut company costs and boost company revenue through innovative management techniques. Organized and diligent, with excellent written, oral and interpersonal communication skills.

## HIGHLIGHTS

- Positive reinforcement methods
- Charting and recordkeeping
- Active listener
- Reliable and punctual
- Excellent communication skills
- Friendly
- Cheerful and energetic
- Complex problem solver
- Dependable
  
- Microsoft Word, Microsoft
- PowerPoint, Microsoft Office Suite, Microsoft
- Outlook, and Microsoft Excel
- Familiar with Microsoft Word, Microsoft
- PowerPoint, Microsoft Office Suite, Microsoft
- Outlook, and Microsoft Excel

## EDUCATION

**Grand Canyon University**  
Phoenix, Arizona • 2016

**BBA: Business**  
4.0 GPA  
Currently enrolled as an online student with hopes of opening my own school or daycare one day.

**Carthage High School**  
Carthage, Texas • 2009

**High School Diploma**  
3.6 GPA  
Coursework in Early Childhood Education

## EXPERIENCE

### Burger King Corporation - Management

Monticello, FL • 08/2013 - Current

- Managed team of more than 70 of professional drivers.
- Reduced and controlled expenses by holding my drivers accountable and perfecting small details that domino effect to bigger ones.
- Served as mentor to junior team members.
- Defined strategy and business plan for successful deliveries and pickups.

### North Country Academy - Daycare Assistant

Closter, NJ • 07/2013 - 11/2014

In-home, family ran daycare center.

- Read stories to the children and taught them painting, drawing and crafts.
- Employed a variety of materials for children to explore and manipulate in learning activities and imaginative play.
- Created an infant area, toddler area and preschool area of play within the daycare.
- Carefully monitored children's play activities.
- Maintained daily records of activities, behaviors, meals and naps.
- Sparked creativity and imagination by helping children discover new things each day.

### Carthage Preschool - Teacher Assistant/

City, STATE • 07/2008 - 04/2009

Childcare

- Organized activities that developed children's physical, emotional and social growth.
- Redirected children to encourage safe, positive behaviors. Physically and verbally interacted with children throughout the day.
- Collaborated daily with classroom teachers to keep activities running smoothly.
- Taught children personal care behaviors, including toilet training and feeding. Continually encouraged children to be understanding and patient with others.
- Coordinated field trips to local parks, fire stations and zoos.
- Openly exchanged ideas and materials with coworkers.

## SKILLS

Attention to detail, back-up, conflict resolution, listening, Microsoft Excel, Microsoft Office Suite, Microsoft Outlook, Microsoft PowerPoint, Microsoft Word, Multi-tasking, Strong organizational skills, policies, problem solver, quality, team player.