

JESSICA CLAIRE

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 (555) 432-1000

 100 Montgomery St. 10th Floor

SUMMARY

Personable and knowledgeable customer service professional with exceptional oral and written communication, active listening, and analytical problem solving abilities. Self-motivated and highly adaptable to address customer concerns directly and efficiently, build productive relationships, resolve complex issues, and gain customer loyalty. Dedicated to prioritize and multi-task in a fast-paced environment. A solid team player offering empathy, reliability, and enthusiasm for guaranteed customer satisfaction.

SKILLS

- Detail oriented
- Active listening
- Interpersonal skills
- Problem solving
- Positive attitude
- Time management
- Organizational skills
- Decision making
- Computer skills
- Leadership
- Complaint resolution
- Multitasking and Prioritization
- Building Customer Trust and Loyalty
- Data Entry
- Verbal and Written Communication
- Microsoft Office Expertise
- Adaptive Team Player
- Self-motivated
- Accounts Receivable
- Bank Statement Reconciliation
- Accounting and Bookkeeping

EDUCATION AND TRAINING

Rayne High School
Rayne, La • 05/1990

Diploma
GPA: 3.98

EXPERIENCE

Cypress Pharmacy - Pharmacy Sales Associate

Fort Myers, FL • 09/2020 - 10/2021

- Greet customers and assist by answering questions, locating merchandise, and making purchasing decisions.
- Reported prescription errors to pharmacist on duty to support quality improvement efforts.
- Promote products and services.
- Operate cash register to process cash or credit sales when picking up prescriptions.
- Follow HIPAA guidelines and regulations.
- Verify insurance coverage and benefits.
- Keep work area stocked, clean, and safe.
- Perform clerical tasks such as filing, compiling, and maintaining prescription records.
- Assist fellow associates as needed throughout the store.
- Support pharmacist in preparing daily prescriptions.

Cambridge Associates Llc - Tax Associate

New York, NY • 09/2017 - 05/2018

- Meet with clients to gather information and discuss line item tax return documents.
- Maintain records and documents used in processing income tax return.
- Promote products and services.
- Process client's payments for products purchased.
- Assessed various angles of tax situations to maximize tax benefit.
- Stored copies of completed returns and related documents according to company procedures and business regulations.
- Finalized and processed paperwork with local, state and federal government authorities.
- Informed clients of potentially beneficial products and services, resulting in additional business opportunities.
- Communicated with federal and state tax agencies to obtain best resolution for clients.
- Implemented tax reduction strategies to analyze and minimize tax liabilities.
- Represented clients under audit before IRS to prove compliance with federal tax laws.

Berkshire Hathaway Homeservices California Properties - Real Estate Agent

Pico Rivera, CA • 02/2010 - 09/2015

- Assist clients in the purchase and sale of real estate through a licensed knowledge of real estate laws.
- Write up purchase and/or sale contracts.
- Managed real estate transactions from initiation to closing.
- Managed sales pipeline by actively following up with prospects and hot leads.
- Planned and coordinated open house events to move properties.
- Advertised properties to general public via networking, brochures, ads and multiple listing services to maximize exposure.
- Advised prospective clients on current market activities and optimal buying or selling choices.
- Oversaw and negotiated offers for real estate purchases on clients' behalf.

Johns Hopkins Bayview Medical Center - Secretary

Baltimore, MD • 06/2010 - 02/2011

- Process insurance payments and assist with insurance quotes.
- Greet visitors, answer questions, and direct to appropriate location or person.
- Accurately enter insurance policies and data into computer system, scan documents, and maintain an organized filing system of paper and electronic documents.
- Coordinate communications, taking calls, responding to emails and interfacing with clients.
- Order office supplies to purchase items and maintain appropriate levels.
- Sent and distributed mail and parcels.

Aqua Finance - Administrative Assistant

San Francisco, CA • 04/2001 - 03/2010

- Maintain attendance records for students and work with parents and students in following attendance laws.
- Coordinate appointments, meetings and conferences.
- Track and submit employee timesheets to prepare for payroll processing.
- Compose correspondence, reports and meeting notes.
- Monitor office equipment and schedule repairs as needed.
- Responded effectively to sensitive inquiries or complaints.
- Compiled and produced presentations and reports as directed by leadership team.
- Greet visitors and handle questions or direct to appropriate staff.
- Answer and route telephone calls and take messages.
- Make deposits from teachers and log transactions into their classroom ledgers

Community Health System - Patient Coordinator

Denver, CO • 04/2000 - 04/2001

- Schedule patient appointments.
- Assist the doctor in initial patient exams.
- Prepare monthly reports for doctor.
- Assist doctor with initial patient exam to acquire a comprehensive assessment of patient's medical history.
- Pulled patient files and verified insurance before patient's appointment.
- Passionately focused on providing care and assistance to patients during times of illness or injury.

Rayne State Bank - Agricultural Loan Processor

City, STATE • 08/1990 - 04/2000

- Prepare agricultural loan documents for bank and government approval.
- Maintain five years of farm records for government audits.
- Schedule appointments.
- Process loan payments.
- Open new checking and savings accounts.
- Process checking and/or savings deposits and withdrawals.
- Reviewed and verified borrowers' income, credit reports and property appraisals to prepare documents for underwriting.
- Communicated with customers in person and via telephone to answer questions, process transactions and resolve issues.
- Supported loan officer and underwriter teams by ensuring timely, judicious and accurate loan processing.
- Maintained fast-paced schedule by consistently providing satisfactory application approval turnaround times.
- Reviewed initial client documentation to structure and submit loan package.
- Calculated income, assets and liabilities to meet lender requirements.
- Maintained complete confidentiality of submitted information according to release guidelines.
- Assist customers in balancing their checking accounts.
- Accounts receivable on several large companies.