

JESSICA CLAIRE

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SKILLS

- Personnel engagement
- Employee relations
- Listening skills
- Payment processing
- Conflict management
- Oral and written communications

EDUCATION AND TRAINING

Northland Pioneer Collete
Holbrook, AZ • 05/2022

Associate of Arts: Nursing

SUMMARY

Hard worker ready to learn and contribute to team success. Dedicated employee known for punctuality, pursuing employment options where great customer service and positive attitude will make a difference. Determined to gain knowledge in another job position and go the extra mile to reach a goal.

EXPERIENCE

City Of Berkeley - Human Resources Technician
Berkeley, CA • 07/2020 - Current

- Managed strategy for performance evaluation, corrective action and disciplinary measures.
- Trained staff on software functionality for human resources processes, including employee referral program, sensitive position tracking and tuition assistance program.
- Supervised staff and client training to maintain comprehensive organizational knowledge of federal, state and local regulations.
- Collaborated with union representative and organizational leadership to establish employment classifications, job descriptions and compensation.
- Created, organized and maintained employee personnel files to keep sensitive data secure.
- Filed documents, delivered mail and performed bookkeeping to facilitate office operations of HR department.
- Reviewed all candidate documentation, including identification, references and background checks in alignment with hiring protocol.
- Coordinated training schedules and filed crucial administrative paperwork.
- Examined employee files to answer inquiries for assistance with personnel actions.
- Assisted with administering employee benefit programs and worker's compensation plans.
- Processed paperwork related to grievances, performance evaluations, classifications and employee leaves of absence.
- Conducted candidate interviews to gain additional insight into professional background and skill set.
- Verified previous employers and other references to determine applicants' employment acceptability.

Prairie Band Potawatomi Nation - Front Desk Clerk
Mayetta, KS • 10/2017 - 07/2020

- Answered phones to respond to customer inquiries and transfer calls to appropriate staff members.
- Maintained clean and presentable reception area to maintain professional business reputation.
- Processed payments, issued bills and kept drawers accurate to meet financial targets.
- Handled payment processing and provided customers with receipts and proper bills and change.
- Welcomed patrons to front desk and engaged in friendly conversations while conducting check-in process.
- Managed customer complaints and rectified issues to complete satisfaction.
- Greeted incoming guests warmly, issued room keys and shared information on policies and amenities.
- Reviewed account information and individual customer charges to produce correct bills.
- Cultivated professional relationships with guests through active response and dedicated assistance, improving customer retention.
- Confirmed transactional data by verifying name and payment information and clearly communicating costs and fees to patrons.
- Reviewed safety, health and sanitation processes throughout all areas and enforced rules to promote security and safety.
- Performed bookkeeping activities, such as balancing accounts and conducting nightly audits.
- Drafted and maintained incident reports, daily activity logs and other documents requested by management.

Lexington Inn - Housekeeper/Supervisor/Laundry Attendant
City, STATE • 07/2015 - 10/2017

- Vacuumed floors and dusted furniture to maintain organized, professional appearance at all times.
- Interacted pleasantly with clients and guests when performing daily duties.
- Moved beds, sofas and small furniture to wipe down baseboards and remove dust and dirt from hard-to-reach areas.
- Removed finger marks and smudges from doors, frames and glass partitions to enhance shine.
- Employed deep-cleaning techniques for areas in need of additional sanitation.
- Emptied wastebaskets and disposed of all soiled linen in guest rooms to reduce spread of germs and enhance freshness.
- Dusted ceiling air conditioning diffusers and ventilation systems to improve airflow.
- Laundered sheets and removed stains to restore linens to pristine condition.
- Requested maintenance orders to fix non-working equipment and address room damage.
- Created checklists for daily stocking of housekeeping carts to improve inventory management and prevent unnecessary trips to stockroom.
- Replenished drinking glasses, writing supplies and other hotel amenities to provide elements of comfort and convenience for guests.
- Checked rooms every day to verify vacancies post-checkout.
- Reduced average cleaning time per room by implementing fewest steps system.
- Organized, cleaned and sanitized kitchens, bedrooms, living rooms and bathrooms to tidy and eliminate daily germs.
- Sanitized kitchen counters, wiped down cabinets and swept and mopped floors.
- Disinfected bathrooms and eliminated mold and soap scum from shower stalls and bathtubs.
- Worked with speed and efficiency to meet all job requirements.
- Sanitized bathrooms, kitchens and other germ-prone areas.
- Cared for flooring by sweeping or vacuuming debris, steaming and scrubbing stains and moping hard surfaces.
- Used proper chemicals and cleaning materials to optimal dilution and cleaned specific surfaces followed client requests.
- Cleaned homes following specific and detailed protocols and requests.
- Returned vacant rooms to occupant-ready status by deep cleaning, changing linens, restocking inventory and removing trash.
- Performed traditional housekeeping duties, including dusting, floor waxing, window cleaning, mopping and emptying trash.
- Performed basic housekeeping duties such as linen washing, dishwashing, vacuuming, dusting and mopping.
- Followed safety procedures when handling materials and discarding waste.
- Performed various laundry duties, including folding, ironing and pressing.
- Cleaned and tidied house, including doing laundry, sweeping and mopping floors and dusting.
- Followed manufacturer instructions for using chemicals and equipment to avoid burns, injuries and workplace accidents.
- Interacted positively with residents while cleaning apartments and common areas.
- Laundered sheets and other bedding, made beds and fluffed pillows.
- Used cleaning products for sanitizing bathrooms and kitchens to reduce spread of germs and prevent illness.
- Checked inventory for required supplies and made lists for needed cleaning products.
- Coached new housekeepers by demonstrating approved cleaning procedures.
- Responded to guest requests for linens and amenities quickly.
- Unloaded and folded clean laundry from dryers and stored in appropriate areas.
- Loaded and unloaded washers and dryers, observing correct operating instructions.
- Moved loads between machines, operated ironing equipment and folded laundered items.
- Disinfected equipment and supplies, using germicides and steam-operated sterilizers.
- Adhered to safety practices to decrease laundry-related accidents.
- Applied specific treatments to handle different types of stains.
- Folded and stacked items such as sheets, towels and blankets.
- Separated and sorted dirty laundry.
- Completed orders for clean linens by working quickly to meet deadlines.
- Transferred wet laundry to dryers, changed heat settings and ran for set time to dry items.
- Reported issues with washing machine, dryer and other laundry equipment to maintenance staff.
- Collected soiled linens and clothing and delivered clean loads by using carts.
- Loaded soiled items into washing machines and operated using appropriate settings and detergent to clean.
- Inspected laundry for damage or stains to repair or pre-treat.
- Delivered clean laundry to towel and sheet area to restock.
- Supervised and trained junior laundry employees.