

# JESSICA CLAIRE

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

## SUMMARY

- Highly energetic
- Reliable and outgoing and detail-oriented nature
- Handles multiple responsibilities simultaneously
- Providing exceptional customer service
- Flexible hard worker
- Ready to learn and contribute to team success
- Dedicated employee
- Known for punctuality, pursuing employment options
- Good customer service
- Positive attitude
- Technologically-savvy
- Time management
- Multitasking abilities
- Attentive to customer needs
- Break down technical problems
- Develop effective solutions
- Positive atmosphere promotion
- Creative lesson plans
- Training and Development
- Excellent reading comprehension
- Organizational development knowledge
- Public Speaking
- Proofreading/editing
- Teaching/tutoring and counseling
- Organizer
- Collaborative
- Conflict revolutionist
- People skills
- Book smart

## SKILLS

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| <ul style="list-style-type: none"><li>• Payment processing</li><li>• Training and development</li><li>• High-energy attitude</li><li>• Call Center Operations</li><li>• Business development understanding</li><li>• Stockroom procedures</li><li>• Inbound and Outbound Calling</li><li>• Office equipment proficiency</li><li>• Collecting information</li><li>• Type 35+ wpm</li><li>• Conflict mediation</li><li>• Problem Resolution</li><li>• Working collaboratively</li><li>• Decision-making</li><li>• Planning</li><li>• Active listening</li><li>• Leadership</li><li>• Organization</li><li>• Multitasking</li><li>• Relationship building</li><li>• Basic math</li><li>• Reliable and trustworthy</li><li>• Problem resolution</li><li>• Troubleshooting</li><li>• People skills</li><li>• Collaboration</li><li>• Organizational skills</li><li>• Critical thinking</li></ul> | <ul style="list-style-type: none"><li>• Time management</li><li>• Supervision</li><li>• MS Office</li><li>• Communication</li><li>• Team building</li><li>• Computer skills</li><li>• Conflict resolution</li><li>• Surveying</li><li>• Able to stand for hours</li><li>• Able to stand for 10+ hours</li><li>• Customer seating</li><li>• Friendly, positive attitude</li><li>• Cleaning and sanitizing</li><li>• Guest and client satisfaction</li><li>• Payment methods</li><li>• Call center operations</li><li>• Prospecting skills</li><li>• System documentation</li><li>• Account updating</li><li>• Providing customer support</li><li>• Call documentation skills</li><li>• Call control skills</li><li>• Resolving issues</li><li>• Customer communications</li><li>• Membership renewals</li><li>• Direct sales</li><li>• Product organization</li></ul> |
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## EXPERIENCE

12/2021 to Current **PCA (Patient Care Advocate)**

**Enzo Life Sciences, Inc.** – Farmingdale, NY

- Educated customers on special pricing opportunities and company offerings.
- Documented conversations with customers to track requests, problems and solutions.
- Assisted customers in making payments on accounts and setting up payment plans.
- Provided outstanding service to new and long-standing customers by attending closely to concerns and developing solutions.
- Reviewed customer account information to determine current issues and potential solutions.
- Made outbound calls to obtain account information.
- De-escalated problematic customer concerns, maintaining calm, friendly demeanor.

06/2021 to 08/2021 **Warehouse Associate**

**Avidxchange** – Usa • Salt Lake City, UT

- Moved boxes, containers and pallets with special-purpose equipment to meet demanding production targets.
- Monitored work areas for cleanliness and functionality and removed obstacles for safety.
- Demonstrated great teamwork skills with staff members involved in production and transport.
- Maintained business operations by communicating with coworkers and managers.
- Unloaded incoming products off trucks, sorted items in staging area and transported items to final storage locations.
- Used pallet jacks to move items to and from warehouse locations.
- Assembled cartons, crates and containers to prepare for shipping.
- Used tools, sprayers and cleaning solutions to disinfect work areas.
- Kept work areas clean, neat and organized for optimal productivity and worker safety.
- Carried out duties within fast-paced retail environment, providing organized stocking methods and plans.
- Loaded perishable goods into environmentally controlled trucks.

08/2018 to 08/2020 **Customer Care Representative**

**Circle K Stores, Inc.** – Birmingham, AL

- Monitored office supply use and stock levels and placed replenishment orders.
- Sorted and distributed incoming mail, dispersing to appropriate departments and personnel.
- Maintained accurate bookkeeping of important files, running reports and delivering updates on occupancy and revenues.
- Opened, sorted and routed incoming mail and answered correspondence.
- Reviewed safety, health and sanitation processes throughout areas and enforced rules to promote security and safety.
- Addressed and welcomed large volume of guests to business per day, improving overall customer service and engagement.
- Managed customer complaints and rectified issues to complete satisfaction.
- Handled payment processing and provided customers with receipts and proper bills and change.

01/2016 to 12/2018 **Customer Service**

**BaseCleaningMassMade** – City, STATE

- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Answered incoming calls and offered highest level of professionalism and knowledgeable service to every customer.
- Documented conversations with customers to track requests, problems and solutions.
- Communicated information to customers about product quality, value and style.
- Informed customers about billing procedures, processed payments and provided payment option setup assistance.
- Suggested products and services to clients based on individual needs to drive consistent sales.
- Escalated customer concerns, store issues and inventory requirements to supervisors.
- Processed customer account changes with proprietary software.
- Answered inbound customer calls and responded to inquiries.
- Responded to customer questions about products and services.
- Supported customer service goals and enhanced relations through friendly, knowledgeable and positive communication.
- Greeted guests promptly with positive attitude and asked open-ended questions to better understand shopping needs.
- Maintained cleanliness of front entry area.
- Observed customers coming and going to protect store assets.
- Scheduled reservations and notified servers and managers of large groups to prepare seating in advance.
- Greeted incoming guests to assess needs and monitor behaviors for signs of suspicious activities.

## EDUCATION AND TRAINING

**High School Diploma**

Poteet High School - Poteet, TX