

JESSICA CLAIRE

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100 Montgomery St. 10th Floor

SKILLS

- Cash Handling
- Customer Service
- POS Systems
- Inventory Stocking
- Shipment Procedures
- Honest and Dependable
- Detail-Oriented
- Cash Register Operations
- Customer Assistance
- Cash Drawer Balancing
- Merchandise Restocking
- Loss Prevention
- Credit and Cash Transactions
- Cash Register Operation
- Ordering and Stocking
- Cash Management

EDUCATION AND TRAINING

Lakeville North High School
Lakeville, MN • 05/1999

High School Diploma

SUMMARY

Highly motivated Sales Associate with extensive customer service and sales experience. Outgoing sales professional with track record of driving increased sales, improving buying experience and elevating company profile with target market.

EXPERIENCE

Basha's - Cashier

Sun Lakes, AZ • 11/2021 - 10/2022

- Operated cash register or POS system to receive payment by cash, check and credit card.
- Accepted cash and credit card payments, issued receipts and provided change.
- Preserved appearance of store by arranging and replenishing displays and merchandise racks.
- Helped customers find specific products, answered questions and offered product advice.
- Collected payments and provided accurate change.
- Helped with purchases and signed customers up for rewards program.
- Processed refunds for worn, damaged and broken merchandise.
- Verified customer age requirement for alcohol or tobacco purchases.
- Tracked company inventories, moved excess stock and arranged products to improve sales.
- Delivered high level of customer service to patrons using active listening and engagement skills.
- Processed sales transactions to prevent long customer wait times.
- Worked closely with front-end staff to assist customers.

Jo-Ann Fabrics - Freight Team Member

Fort Gratiot, MI • 09/2021 - 01/2022

- Eliminated safety hazards in loading and work areas, removed physical obstructions to truck access and identified slick or icy surfaces and precarious stacking or positioning.
- Reviewed labeling and stocking of on-shelf inventory to verify correct pricing and content information displayed to customers.
- Reported errors or discrepancies in shipment quantities or contents to supervisors, recommending further investigation in case of suspected theft or policy violation.
- Verified shipment contents upon receipt, reviewing order details, visually inspecting incoming freight and weighing items to confirm deliveries met order specifications.
- Assisted with unloading incoming deliveries and loading outgoing shipments manually and with use of dollies and carts.
- Transported pallets of inventory items using forklift, observing safety rules in operating heavy equipment.
- Transported freights using forklifts, pallet jacks and reach trucks.
- Used boards and pallets to stack freight at designated locations.
- Scanned and documented freights and assigned appropriate marking labels with identifying information.

Otg - Cashier Team Lead

Flushing, NY • 01/2021 - 12/2021

- Assisted with training new cashiers and customer service team members to increase speed of onboarding.
- Answered customer questions and provided store information.
- Inventoried stock and placed new orders to maintain supplies for expected demand.
- Oversaw work of cashiers to identify strengths and weaknesses in customer service, payment processing or merchandising plans.
- Performed merchandising and signage updates during weekly and seasonal promotional changes.
- Rotated and merchandised products at point-of-sale to improve impulse buy rate.
- Processed payments promptly for customers to exceed productivity standards.
- Scanned, priced and bagged customer groceries quickly to keep lines moving.
- Verified customer age requirement for alcohol or tobacco purchases.
- Processed refunds for worn, damaged and broken merchandise.
- Monitored cash drawers in multiple checkout stations to confirm adequate cash supply.
- Prepared cash deposits and balanced store safe for opening and closing of business.
- Trained new team members in cash register operation, stock procedures and customer services.
- Helped customers find specific products, answered questions and offered product advice.
- Resolved and balanced cash drawers at end of shifts to generate accurate reports for cash registers.

Culver Academies - Stable Hand

Culver, IN • 07/2019 - 10/2021

- Supported animal health by keeping areas clean, neat and properly sanitized.
- Promoted optimal animal health by feeding and watering on regular schedule.
- Treated superficial wounds and called in veterinarian assistance for more complex concerns.
- Prepared food to meet needs of animals under care with appropriate meals.
- Monitored grounds and reported damage or issues to supervisor before making repairs.
- Provided water, food, vaccinations and healthcare for approximately [Number] livestock.
- Maintained equipment with preventive maintenance and repairs.
- Cared for livestock and monitored health and living spaces.
- Followed safety protocols when operating tools and equipment.
- Closely monitored and recorded behavior and health of horses and livestock.
- Worked with owner to determine ranch needs.
- Operated ranch equipment for animal care and transport or field irrigation.
- Monitored livestock health and informed ranch manager of issues.
- Prepared horses for travel.
- Trained new workers on safety and ranch procedures.
- Managed ranch schedules for livestock, special events and crops.

Norsk Hydro Asa - Production Worker

Commerce, TX • 03/2017 - 08/2020

- Set up and operated production machinery according to company's specific standards and protocols.
- Analyzed work orders to determine type and quantity of materials needed for each production batch.
- Sorted and packaged products to prepare for processing or shipment.
- Unloaded and sorted products and transported items to proper locations.
- Moved items between machines, conveyors and transport equipment to meet production needs.
- Examined final products for conformance with quality and design standards.
- Kept operations area neat and orderly to minimize obstacles.
- Attended regular training sessions to increase machine operating skills.
- Calibrated machines to adhere to quality standards and maintain required productivity levels.
- Monitored production line, watching for pile-ups or jams.
- Used hand trucks and forklifts to unload, load and transport items.
- Helped achieve team goals by rotating production lines and daily duties to meet demand.
- Produced quality products by palletizing, packaging and assembling finished items.
- Measured and graded batches of raw materials to feed into production machinery.
- Attached identification labels to finished packaged items or stamped lot number and shipping destination information on containers.
- Separated products according to weight, grade and size of material to produce final product.
- Used daily system logs to document production information, discussing issues with management.
- Followed daily preventive maintenance schedule for cleaning and lubricating machinery.
- Measured and weighed items to meet quality standards and prevent waste.

Southwest Key Programs - Shift Leader

El Cajon, CA • 12/2017 - 10/2018

- Supervised and led employees to maintain productivity and customer service levels.
- Educated customers about offerings, promotions and pricing to boost sales.
- Managed daily workflow and scheduled staff for adequate coverage.
- Assisted general manager with operations game plan and company initiatives implementation.
- Complied with company safety procedures, policies and regulations to promote safe working environment.
- Delegated tasks to employees and monitored activities and task completion.
- Counted cash on hand at shift change and closing to determine shortages or overages and prepare bank deposit statements.
- Upheld company standards and compliance requirements for operations.
- Reviewed operational records and reports to project sales and determine profitability.
- Assessed reports and adjusted workflows to realign with targets.
- Handled escalated customer concerns and emergencies in absence of manager or supervisor.
- Planned and managed resources to consistently meet production, quality and cost goals.
- Identified needs of customers promptly and efficiently.
- Monitored operations and reviewed records and metrics to understand company performance.
- Identified areas for improvement, narrowing focus for decision-makers in making necessary changes.
- Tracked project schedules and encouraged teams to complete tasks on time while staying on budget.
- Set specific goals for projects to measure progress and evaluate end results.
- Worked closely with human resources to support employee management and organizational planning.
- Wrote and submitted reports on industry trends, prompting managers to develop business plans.
- Maintained positive working relationship with fellow staff and management.

Department Of Defense - Agricultural Worker

Troy, AL • 07/2015 - 05/2016

- Cared for livestock by regularly feeding and watering animals.
- Checked fields regularly to spot and handle broken fencing to keep out destructive animals.
- Monitored and adjusted irrigation systems, distributing water according to crop needs.
- Mixed animal feed, additives and medicines in prescribed portions.
- Ordered food for farm animals and arranged for delivery.
- Operated tractors, tractor-drawn machinery and self-propelled machinery to plow, harrow and fertilize soil.
- Loaded and unloaded feed, chemicals and equipment from trucks.
- Maintained accurate records for organic certification.
- Examined livestock for signs of injury and disease.
- Installed, cleaned and maintained irrigation equipment to maximize functionality.

Lake Placid Club Lodges - Housekeeping Supervisor

City, STATE • 03/2012 - 10/2015

- Collaborated with front desk to respond promptly to guest requests and promote positive experience.
- Placed housekeeping staff on specific shifts and room blocks based on abilities and daily requirements.
- Established hands-on, proactive management style to facilitate improvements to workflow and room turnover.
- Verified each completed room against standard plans to maintain consistency.
- Stocked room attendant carts with supplies to keep carts organized and clean.
- Sustained safety protocols to support proper and cost-effective equipment and material usage.
- Supervised and supported housekeeping personnel to maximize quality of service and performance.
- Submitted repair requests to maintenance team to reduce operating costs and improve energy-saving strategy.
- Reviewed employee performance and devised improvement plan to achieve goals.
- Communicated guest service scores to drive improvement and higher guest satisfaction.
- Prepared work schedules for associates to promote proper staffing levels.
- Practiced safe work habits and wore protective safety equipment.
- Communicated with maintenance team on damages to repair.
- Sanitized and cleaned sinks, mirrors, toilets and showers.
- Assessed daily workloads, scheduled and planned daily assignments and oversaw numerous projects.
- Managed team of employees, daily progress reports and overall project planning.
- Monitored cleanliness of lobby, swimming pool and other common areas.
- Delegated work to staff, setting priorities and goals.
- Prepared rooms for meetings and arranged decorations, media equipment and furniture for social or business functions.
- Provided leadership, insight and mentoring to newly hired employees to supply knowledge of various company programs.
- Reported damage or theft of hotel property to management.
- Established and enforced procedures and work standards, promoting team performance and safety.

Perfectly Clean Janitorial Service - Manager's Assistant

City, STATE • 07/2010 - 11/2014

- Read and analyzed incoming memos, submissions and reports to determine significance and plan distribution.
- Assisted with revenue and profitability improvements, advertising, sales and human resources initiatives.
- Helped increase company profitability through customer relationship development, community involvement and marketing campaigns.
- Assigned tasks to associates to fit skill level and maximize team performance.
- Maintained records through timely updates to employee and other files.
- Restocked office supplies daily and troubleshoot problems with equipment to keep operations on-track.
- Secured revenue, accurately monitoring transactions and deposits to eliminate discrepancies.
- Organized schedules, workflows and shift coverage to meet expected business demands.
- Completed inventory audits to identify losses and project demand.
- Assisted supervisor in evaluating employee performance and cultivating improvement initiatives.
- Delegated daily tasks to team members to optimize group productivity.
- Mentored staff to enhance skills and achieve daily targets, using hands-on and motivational leadership.
- Maintained inventory accuracy by counting stock-on-hand and reconciling discrepancies.
- Directed and led employees, supervising activities to drive productivity and efficiency.
- Enforced company policies and procedures to strengthen operational standards across departments.
- Coached team members and delivered constructive feedback to promote better productivity and build confidence.
- Delegated tasks to team members based upon skill level and to achieve organizational goals.