

# JESSICA CLAIRE

- ✉ resumesample@example.com
- ☎ (555) 432-1000
- 📍 Montgomery Street, San Francisco, CA 94105

## SKILLS

- Product Launch
- Event planning and execution
- Retail Marketing
- Product knowledge
- Customer service excellence
- Documentation abilities
- Quality assurance
- Logistics management
- Retail background
- Conflict mediation
- Data evaluation
- Technologically savvy
- Store maintenance
- Product organization
- Office equipment proficiency
- High-energy attitude
- Cross-functional collaboration
- Project management abilities
- MS EXCEL & WORD proficiency
- Inventory control
- Transportation solution development
- Business operations
- Project planning
- Social integration
- Cost reduction
- Display setup
- Commercial production
- Sales and marketing
- Case management

## EDUCATION AND TRAINING

California State University - Fullerton  
Fullerton, CA • 06/2006

*Bachelor of Arts:* Business Administration And Management

- Major in Marketing

Fullerton College  
Fullerton, CA • 03/2003

*Associate of Arts:* Business

- Economics Club Member

## SUMMARY

Seasoned Operations and Marketing Specialist with core emphasis in strategic product development, product manufacturing, and branding with 15 years of experience in the tobacco industry driving company growth through creative and innovative strategies. Well-versed in building productive relationships with all department staff, external departments and customers to develop useful and successful products. Quality-driven and industrious leader with a firm grasp of market, customer and business requirements. Skilled at analyzing market trends and consumer needs to develop highly effective and targeted marketing campaigns for innovative premium products and services. Desire to utilize knowledge and abilities to advance product development, manufactruing, and marketing strategies for a growing company.

## EXPERIENCE

**Bdo - Consultant**  
*Spokane, WA • 08/2018 - Current*

- Implemented comprehensive needs assessment mechanisms to identify demand for products and services.
- Cooperated with other project partners to develop system analysis and new system design based on client specifications.
- Consulted with long-term, new and prospective customers to understand needs and propose ideal solutions.
- Managed monetary transactions with perfect accuracy, which elevated customer satisfaction ratings.
- Evaluated internal systems and prepared training initiatives to mitigate ongoing problems.
- Worked with clients to shape business intelligence (BI) strategy, architecture, processes and budgets.
- Reviewed diverse organizational problems to assess concerns with areas such as workflows, communication and cost controls.
- Established quality standards and performed work according to project schedules.

**Lineage Logistics - President of Operations, Co-Founder**  
*La Porte, TX • 12/2006 - 08/2019*

- Responsible for the direct research, development, and execution of all new projects, products, and packaging designs produced, marketed, and sold within the capacities of company brand name, in niche hookah tobacco market and overall smoking industry
- Executed coordination of all company tradeshow exhibitions both in US and internationally, including booth layout and design, marketing campaign concepts, product merchandising and promotional material, logistics, and staff management
- Assisted with all aspects of business expansion objectives and opportunities, including new market exploration, product development and overseas production possibilities.
- Directed strategic support for senior leadership, providing detailed analysis for new business opportunities, while consolidating current business and building relations with customers.
- Identified, implemented and enhanced marketing strategies by accounting for factors such as organizational objectives, market trends and costs.
- Assisted with the development and monitoring procedures of multiple databases for tracking and managing budgets for all inventories, both raw materials and finished goods
- Successfully managed all import and export activities with vendors and customers, frequently purchased high-volume raw material orders, warehousing, and coordinating logistical procedures to meet regulations of US Customs and brokers
- Delegated production manager operational procedures for efficient and effective manufacturing output based on data collected and evaluated to assess trends, predict changes and produce accurate quality products
- Maintained key business relationships with raw material vendors, 3rd party manufacturers, service providers, and select top-tier clientele, both in the US and Internationally
- Maintained regulatory compliance for all tobacco manufacturing related procedures governed by specific state and federal departments pertaining to our industry
- Collaborated with management and sales department to successfully forecast purchasing and production schedules to meet monthly and annual sales demands
- Coordinated work across departments to keep teams on track with company goals in each department
- Implemented established vision to standardize procedures and keep operation agile for dynamic conditions.

**Ultimate Kronos Group - Owner/Operator**  
*Dayton, OH • 08/2001 - 10/2009*

- Managed overall retail smoke shop
- Purchased and maintained all product inventory stock levels including researched new and trending products
- Devised marketing and sales campaigns to increase foot traffic and daily sales
- Maintained relationships with repeat customers as well as recruiting new customers
- Updated financial accounts with current revenue and expense data and quickly resolved discrepancies to maintain accuracy

**Bank Of America - Customer Service Coordinator**  
*City, STATE • 12/1998 - 06/2006*

- Developed and implemented strategies to retain customers and drive loyalty in the retail banking sector
- Created work flow efficiencies through employee supplies organization
- Established and maintained relationships with clients by offering essential banking products and services based on specific needs
- Collected customer feedback and recommended procedural or product changes to enhance future service delivery
- Updated all branch POS and other marketing materials periodically
- Assumed responsibility of opening and closing the branch regularly
- Worked with sales teams to understand processes and enhance after-sales support.
- Evaluated customer account information to assess current issues and determine potential solutions.
- Supervised and motivated customer service teams to maximize business performance.
- Monitored documentation procedures to maintain consistent policies and current records.
- Addressed incoming customer inquiries and offered productive solutions, increasing customer satisfaction ratings
- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Collaborated with leadership teams to evaluate previous actions and adjust procedures for handling future issues.
- Consulted with customers regarding needs, addressing account concerns
- Assisted over 100 customers per day, greeting with upbeat attitude and assisting with accounts.