

JESSICA CLAIRE

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

SUMMARY

Accomplished with over 10 years of information technology experience. Tech-savvy professional well-versed in installing and configuring computer systems, diagnosing hardware and software defects and supporting new application roll-outs. Certified in Microsoft Certified Expert and Microsoft 360 Certified Modern Desktop Administrator Associate. Committed to providing efficient, high-quality support. Flexible hard worker ready to learn and contribute to team success. Dedicated employee known for punctuality, pursuing employment options where good customer service and positive attitude will make a difference.

SKILLS

- Hardware updates
- Safety protocol
- Application installations
- Troubleshooting and diagnostics
- New program installations
- System updates
- Permissions management
- Diagnosing issues
- Server improvements
- Hardware expertise

EXPERIENCE

04/2012 to Current Information Technology Specialist

Marathon Petroleum Corporation – Columbus, OH

- Created new accounts, reset passwords and configured access to servers and file management software for users.
- Kept hardware and software systems current with latest patches and current licenses.
- Researched issues on various computer systems and databases to determine resolutions to problems and answer inquiries.
- Tested performance, functionality and security of network systems, individual workstations and peripheral devices.
- Mentored other technologists and support professionals to provide professional development and skill enhancement.
- Troubleshoot hardware issues and worked with service providers to facilitate repairs for end users.

09/2020 to Current Customer Service Representative

Fredbeans – West Chester, PA

- Supported customer service goals and enhanced relations through friendly, knowledgeable and positive communication.
- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Provided outstanding service to new and long-standing customers by attending closely to concerns.

03/2014 to 02/2020 Barber

Sage Hospitality Resources, LLP – Denver, CO

- Sanitized workstations and salon equipment to reduce risk of infection.
- Clipped and sheared hair into diverse cuts and fades for customers daily.
- Sanitized equipment and parts and maintained work areas in neat fashion.
- Pre-booked future appointments to increase repeat business.
- Resolved customers concerns with knowledgeable and professional approach.
- Responded to customer inquiries by phone, email and in person.
- Pursued continuing education and training to stay up to date with new trends and techniques.
- Shaved customers daily using standard and straight razors or clippers.
- Handled incoming phone calls and scheduled appointments.
- Styled and designed traditional and contemporary hairstyles for men and women daily.
- Utilized diverse knowledge to style hair as requested.
- Selected hair colors, products and services based on customer preference and individually designed hair care plan.
- Set up workstation and treatment room with products, equipment and supplies to facilitate services .
- Met with customers to discuss style options, preferences and special requirements.
- Supervised front-end of salon, booked appointments, inventoried sales area and coordinated employee schedules to maximize operations.
- Recommended hair styles to compliment clients' facial features and coloring.
- Maintained updated knowledge of industry products and chemical composition structure and properties.
- Designed and recommended home hair care regimens and treatments to meet individual customer needs.
- Examined hair texture and condition to determine appropriate treatment.
- Cut and styled natural, artificial, colored or textured hair.

03/2004 to 03/2014 Housekeeping Room Attendant

Stanford Hotel Group – Pleasanton, CA

- Employed deep-cleaning techniques for areas in need of additional sanitation.
- Washed and polished glass windows and doors to keep entryways clear and professional.
- Interacted pleasantly with clients and patrons when performing daily duties.
- Organized supplies for efficient use based on expected customer needs.
- Managed client laundry with proper care and attention to needs of different linens and articles of clothing.
- Monitored safe usage of chemical cleaners to prevent inhalation, spillage and chemical burns.
- Furnished guests with clean linens and supplied rooms with toiletries as needed or requested.
- Moved beds, sofas and furniture to wipe down baseboards and alleviate dust and dirt from hard-to-reach areas.
- Completed more than jobs each while maintaining % satisfaction rating from customers.
- Used equipment and chemicals by following all manufacturer instructions to avoid burns, injuries and workplace accidents.

01/1994 to 03/2014 Stocker

Northern Tool – Des Moines, IA

- Maintained accurate order and shipment forms and inventory documentation to facilitate timely material flow.
- Received incoming product deliveries and relocated to storage shelves, coolers or bins.
- Removed debris from aisles to avoid blocking customers or adding any safety concerns.
- Followed proper stock rotation procedures to minimize obsolescence and removed any out of date items from sales floor.
- Checked shelves to determine adequate stock levels.
- Blocked and faced all products on shelves and displays to meet company policies.
- Maintained neat, safe and orderly workspace to prevent accidents and injuries.
- Properly disposed of debris and box packaging.

EDUCATION AND TRAINING

Business Administration And Management

Shelby State Community College - Memphis Tn