

JESSICA CLAIRE

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SUMMARY

Positive and upbeat Guest Advocate successful at balancing guest and business needs. Well-organized in managing coordinating services with diverse team members. Good multitasking, planning and communication skills. Well-rounded, committed to interacting with guests and resolving issues to propel customer satisfaction. Smoothly resolves issues, greets guests and oversees reception at busy establishments. Polished and tolerant when handling high-stress situations using appropriate responses.

SKILLS

- Customer Service
- Issue Resolution
- Guest Orientation
- Flexible Schedule
- Promoting Services and Amenities
- Verbal and Written Communication
- Upbeat and Positive Personality
- Courteous with Strong Service Mindset
- Transaction Processing
- Multitasking and Prioritization
- Responding to Difficult Customers
- Calm and Professional Under Pressure
- Understanding Customer Needs
- Efficient and Detail-Oriented
- Building Customer Trust and Loyalty
- Order and Refund Processing
- De-escalation Techniques
- Creative Problem Solving

EXPERIENCE

- 08/2020 to Current **Guest Advocate**
Gpm Investments – Kingsport, TN
 - Answered phones to respond to customer inquiries and transferred calls to appropriate staff members.
 - Promoted high level of guest satisfaction through genuine, enthusiastic and friendly interactions.
 - 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.
 - Welcomed large volume of guests and improved overall customer service.
 - Cultivated professional relationships with guests, improving customer retention through coordinated service.
 - Identified issues and established facts to produce practical decisions and solutions for guests.
 - Invited guests to join loyalty programs and special promotions to stay connected.
 - Greeted and assisted guests with variety of inquiries, promoting service standards.
 - Collected payments and provided accurate change.
 - Helped customers find specific products, answered questions and offered product advice.
 - Worked closely with front-end staff to assist customers.

11/2020 to 01/2021 **Closing Expert**
Home Depot – Portsmouth, RI
 - Assisted with training, development and mentoring of sales employees.
 - Delegated tasks to maintain efficient workflow.
 - Recognized problems, analyzed causes and developed solutions to improve productivity and sales metrics.
 - Delegated work to staff, setting priorities and goals.
 - Remained calm and professional in stressful circumstances and effectively diffused tense situations.

06/2020 to 07/2020 **Cashier Team Lead**
Target – City, STATE
 - Assisted with training new cashiers and customer service team members to increase speed of onboarding.
 - Processed payments promptly for customers to exceed productivity standards.
 - Scanned, priced and bagged customer groceries quickly to keep lines moving.
 - Rotated and merchandised products at point-of-sale to improve impulse buy rate.
 - Authorized discounts and special actions to resolve customer disputes and maintain satisfaction.
 - Assisted management with developing and managing employee improvement strategies to encourage exceptional performance from staff.
 - Verified customer age requirement for alcohol or tobacco purchases.
 - Answered customer questions and provided store information.
 - Oversaw work of cashiers to identify strengths and weaknesses in customer service, payment processing or merchandising plans.
 - Helped customers find specific products, answered questions and offered product advice.
 - Trained new team members in cash register operation, stock procedures and customer services.
 - Helped with purchases and signed customers up for rewards program.
 - Learned roles of other departments to provide coverage and keep store operational.
 - Monitored checkout counters and self-checkout areas to assist with complex transactions.
 - Processed refunds for worn, damaged and broken merchandise.
 - Remained calm and professional in stressful circumstances and effectively diffused tense situations.

01/2019 to 01/2020 **Front of Store Attendant**
Target – City, STATE
 - Monitored work areas for cleanliness and functionality and removed obstacles for safety.
 - Identified safety hazards and notified management to determine proper resolution of issues.
 - Stored items in orderly and accessible manner in warehouse tool rooms, supply rooms, or other areas.
 - Organized carts in bay after returning from parking lot.
 - Engaged customers in friendly conversation, carefully handled bagged items, offered additional services and thanked customers for business.
 - Gathered and corralled shopping carts, ferried carts back to store and helped guests carry out and load larger items or large grocery orders.
 - Collected shopping carts and baskets from inside.
 - Took out store trash and cleaned up parking area to keep business presentable.
 - Kept entrances clean of debris or clutter, cleaned up spills throughout store, and cleaned restrooms and other surfaces.
 - Helped customers find stock, manned register as backup, bagged groceries and retrieved and replaced damaged items noticed at checkout.
 - Checked carts for defects and wheels for malfunctions.

EDUCATION AND TRAINING

- 06/2017 **High School Diploma**
Deerfield Beach High School - Deerfield Beach, FL

Astrophysics

Broward College - Fort Lauderdale, FL