

JESSICA CLAIRE

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

HIGHLIGHTS

- Client relations specialist
- Team management
- Focused on customer satisfaction
- Training and development
- Deadline-oriented
- Customer Relationship Management software (CRM)
- High customer service standards
- Employee relations specialist
- Call center management experience
- Strong problem solving ability
- Customer service management expertise

EDUCATION

Pima Community College
Tucson, AZ • 2015
Certificate: Systems Administration/Networks
Pima Community College
Certificate, Systems Administration/Networks, 2015 - Present
Grade: A
GPA: 3.8

SUMMARY

Management Experience and a Desire to Work for the Best

Skilled Management Professional eager to contribute expertise, strong personnel development skills, and communication talents toward actively supporting an organization in maximizing performance.

ACCOMPLISHMENTS

Exceeded corporate target for customer satisfaction for 4 months in a row.

EXPERIENCE

Bluegreen Resorts - Merchant Services Advocate
Hampton, VA • 06/2013 - Current

- Solves challenging member situations creatively and efficiently - while maintaining the LivingSocial brand promise of surprising and delighting - utilizing strong listening skills, empathy and probing techniques to identify reason(s) for disconnect and overcome objections.
- Builds and strengthens relationships with merchants by providing an exceptional merchant experience to ensure quality experiences.
- Manages logistics of promotions directly with the merchant via phone and email.
- Quickly responds to and resolve all merchant questions/issues.
- Keeps records of merchant interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Problem solving by utilizing internal teams to solve complex issues.
- Communicates effectively across all internal channels and provide effective solutions.

Best Buy - Mobile Sales Consultant (Seasonal)
City, STATE • 10/2013 - 02/2014

- Provided personalized service and exceptional expertise for customers.
- Handled all aspects of the sale including: customer contracts and warranties, customer payments, cash and credit card/check transactions.
- Developed, maintained and communicated strong, up-to-date knowledge of wireless products, accessories, pricing plans and service features.

CustomerContactChannels, Inc - Operations Supervisor/T-Mobile Gen Care
City, STATE • 06/2012 - 06/2013

- Maintained client satisfaction.
- Oversaw that agents were meeting required metrics (KPI's).
- Coached agents to help them grow and succeed in the goals they set forth (Coach to behaviors).
- Implemented new changes and ensure that everyone is on board with the new changes, with address and concerns that took place.
- Set career paths and mentored individuals seeking to move up in the company.
- Scheduled meetings and interviews also interviewed individuals interest in new positions (Hiring Manager).
- Assisted with training individuals to learn the skills necessary for the client/ LOB.
- Organized training groups as well as facilitated them.
- Quality Assured calls to ensure company policies were meet.

Synchronoss Technologies - Operations Team Lead/AT&T Consumer Mobility
City, STATE • 07/2011 - 06/2012

- Effectively oversaw all agent personal payroll processing, attendance, etc.
- Efficiently trained new employees in company policy and procedure.
- Consistently ensured delivery of quality customer service vital to sustaining and growing client base.
- Sent an EOD report to all Operations teams that included an hourly interval report and information that pertained for that day.
- Calibrated every week with all contact centers and client to review QA.
- Looked at intervals to ensure the Service Level, Forecast Percentage, Abandon Rate, and calls answered were at the clients expectations.
- Communicated with other Operation Management Centers to go over questions or concerns for the day.
- Held meetings with Operations Manager and also with the client over Webex and phone to review results.
- Coached agents on daily basis on performance (Quality Assurance, Adherence, Sales conversion rate, etc.)
- Successfully steered home goods sales operations to generate high volume growth and revenue.

Watermark Retirement Communities - Assistant Supervisor
City, STATE • 04/2009 - 06/2011

- Maintained contact with kitchen staff, management, serving staff, and customers to ensure that dining details are handled properly and customers' concerns are addressed.
- Speak with patrons to ensure satisfaction with food and service, to respond to complaints, or to make conversation.
- Assigned patrons to tables suitable for their needs and according to rotation so that servers receive an appropriate number of seatings.
- Checked with customers to ensure that they are enjoying their meals and take action to correct any problems.
- Presented menus to patrons and answer questions about menu items, making recommendations upon request.
- Inspected dining and serving areas to ensure cleanliness and proper setup.

LANGUAGES

English (Native or bilingual proficiency)
Spanish (Native or bilingual proficiency)

SKILLS

- Operations Management
- Team Leadership
- Customer Experience
- Training