

# JESSICA CLAIRE

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## PROFESSIONAL SUMMARY

Business manager with more than 10 years of experience planning and demonstrating how to make the business grow in many population . Demonstrated the ability to complete tasks accurately despite interruptions and competing demands. Articulate business driven to succeed. Strategic planning and client relationship management expert. Experienced accounting manager with excellent client and project management skills. Interaction-oriented with strong ability to communicate effectively with technology, executive, and business audiences. In all the years I have been interact with costumers from different cultures. Always try to solve any inconvenience or situations and try to make the costumer happy. In all the years I have been working with the community as I will mentioned throughout my resume Nd all my skills and experiences, I can succeed and accomplish many goals in all areas of work and life. Thank you for the opportunity.

## SKILLS

- Positive
- Friendly
- Multitask
- Organize
- Get along with others
- Helpful
- Well oriented
- Costumer service
- Listening
- Fast learner
- Quick books
- Accounting
- Managing
- Sales
- Billing
- Electronic repairs
- Creative
- Solving
- Marketing
- Computer
- Printers
- Scanners
- Budgeting
- Expense controlling
- Tax preparation
- Weekly payroll
- Receivable
- Shipping
- Cashier
- Advertising
- Volunteer
- Multi- task management
- Drive car automatic but standard can learn
- Reporting
- Microsoft word
- Microsoft excel
- Power point
- Picture edit
- Video edit
- Clerical
- Assistant
- Ministry
- Chaplain
- Many more and I can learn too
- Problem solving
- Prevent an escalation problem
- Team Leadership & Development
- Processes and procedures
- Apple devices tech repair
- Product and service knowledge
- Network development
- Account servicing
- Lead prospecting
- Demonstrations
- Sales and Marketing
- Persuasive communication
- Customer oversight
- Payment processing
- Leadership
- Client Service
- Staff Training
- Performance improvement
- Interpersonal communication skills
- Fundraising
- Purchasing
- Social Media
- Product Sales
- Prospecting Clients
- Skin Care
- Direct Sales
- Product demonstrations
- Customer satisfaction
- Store opening and closing
- Sales expertise
- Inventory Control
- Cash Handling
- Client Needs Assessment
- Store Merchandising
- Cash Management
- Product Knowledge
- Cash Register Operation
- Customer Accounts Management
- Company Products
- Store Management
- Store Operations
- Visual Merchandising
- Sales orientation
- Merchandising
- Product recommendations
- Approaching buyers
- Collecting payments
- Loss prevention
- Product and service sales
- Point of sale knowledge
- Organization
- Customer service
- Microsoft applications proficiency
- Singing
- Playing piano
- Worship group

## WORK HISTORY

**Consultant** , 01/2019 - Current

**Yardi** – Santa Ana, CA

- Evaluated diverse organizational systems to identify workflow, communication and resource utilization issues.
- Managed revenue models, process flows, operations support and customer engagement strategies
- Great communication and public interaction
- Bilingual speaker, English and spanish
- Reviewed internal systems and organized training plans to address areas in need of improvement.
- Developed service plans in consultation with clients, and performed follow-ups assessing quantity and quality of services.
- Conducted meetings with clients to determine project intent, requirements and budgets.
- Developed comprehensive business cases to analyze costs, benefits, ROI and TCO of proposed solutions.
- Authored detailed work plans to meet business priorities and deadlines.
- Tracked costs and expenses to compare with original budget and identify failure points.
- Supported clients with business analysis, documentation and data modeling.
- Developed virtual teams with focus on trust development and extreme programming.
- Provided outstanding service to clients to maintain and extend relationship for future business opportunities.
- Managed monetary transactions with perfect accuracy, which elevated customer satisfaction ratings.
- Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
- Took detailed notes and kept records of program and performance progress, education initiatives and leadership.

**Supervisor** , 11/2018 - 12/2020

**Raleigh-Durham Airport Authority** – Raleigh, NC

- Applied strong leadership talents and problem-solving skills to maintain team efficiency and organize workflows to meet any daily demand.
- Maintained clean and well-organized production areas to avoid violations or unnecessary work delays due to hazards or inefficient layouts.
- Adjusted job assignments and schedules to keep pace with dynamic business needs, factoring in processes, employee knowledge and customer demands.
- Enhanced training programs to strengthen employee knowledge and promote new managers from within.
- Train newly hired employees on sales floor recovery, cashier and returns
- Set overall vision and provided team leadership.
- Measured effectiveness of customer success by defining operational metrics, tracking systems and reporting to executive team.
- Supported supervisors to enforce new regulations, laws and established policies throughout operational stages.
- Built, managed and coached insourced and outsourced team, implementing training programs to improve efficiency and productivity.
- Set and managed schedules to give proper coverage to required areas and meet customer service demands.
- Monitored workshop work flow for productivity
- Measured team performance and reported metrics to leadership team members.
- Interviewed, hired and trained new employees for associate , supervisor position.
- Prepared and managed work schedules, vacation and sick time accurately on time basis.
- Oversaw talented team of supervisors ,associates by actively communicating project information, remedying issues and delivering positive feedback.
- Handled customer complaints, resolved issues and adjusted policies to meet changing needs.
- Provided coaching and counseling to employees to encourage professional growth as well as meet short- and long-term goals.
- Helped foster culture of customer centricity by aligning with product, marketing, operations, finance and executive teams to drive initiatives centered on customer success
- Created efficient work schedules for each team member to maintain deadlines and keep shifts properly staffed.
- Worked with management team to implement proper division of responsibilities.
- Evaluated employee performance monthly and coached and trained accordingly, increasing quality of work and employee retention.
- Identified individual employee's unique work styles and adapted management methods.
- Maintained compliance with company policies, objectives and communication goals.
- Evaluated employees' strengths and assigned tasks based upon experience and training.
- Repaired cash registers to keep jobs moving smoothly, informing system department of major machinery failures.

**Business Owner**, 12/2016 - 01/2018

**Carenet** – Albuquerque, NM

My responsibilities in this job is everything as an owner because I am in charge of opening and closing. I am the one who is in charge of making orders, receiving, shipping, advertising, marketing, tax preparation, sales, repairs, billing, cashier, inventory, organize, electronics, merchandize, buyers, sellers, driving, collect, talk, solve, etc...

- Oversaw hiring and recruitment, employee motivation and training.
- Grew customer base, acquiring new customers and identifying needs to deliver relevant products.
- acquiring new customers and identifying needs
- Optimized processes by collaborating with upper management to implement innovative
- Networked within the business community, attending events to position the company and drive new business.
- Tracked financial data and completed reports detailing key metrics.
- Enhanced customer satisfaction ratings by resolving issues efficiently.
- Performed bi-weekly payroll and coordinated record keeping.
- Evaluated sales and expense records and made proactive adjustments to policies and procedures.
- Cultivated and developed portfolio of clientele, securing strong base of loyal business relationships to promote company growth objectives and consistently attain personal sales goals.
- Partnered with sales representatives during customer consultation to build agency and customer relations.
- Provided information on company promotions and specialsto customers.
- Automated office operations, managing client and employee correspondence, scheduling, record tracking and datacommunications.
- Strategized long-term business needs, driving customer feedback for process improvements.
- Delivered productive project management on complex issues.
- Planned, organized, and executed promotional events

**IBO**, 01/2010 - 06/2011

**AMWAY** – City, STATE

IN WAS A SALES PERSON DOOR TO DOOR KNOCK

COSTUMER SERVICE

SHIPPING

ORDERS

SALES

- Grew customer base, acquiring new customers and identifying needs to deliver relevant products.
- Strategized long-term business needs, driving customer feedback for process improvements.
- SOLVED
- ADVISED
- CREDIT
- BILLING
- CASHIER
- TRAINED
- FRIENDLY
- ORGANIZED
- ETC...

## EDUCATION

**High School Diploma**: 2011

**Pacifica High School** - Oxnard, CA

During my high school year I was teacher assistant

I volunteer to tutor students

I took drama/ acting

dance

3.6GPA

I got along with others

good grades

**GED**: 06/2018

**CELA INTERNACIONAL UNIVERSITY** - Florida

In the field of personal profession I graduated from chaplain a ministry study, which I can go to different places to support spiritual counseling for families in need. I also attend a church in Oxnard who has been my house for more than 11 years. its a non profit organization helping the community. I worked with children as teacher and as pastors assistant, I received certification in many studies I took and volunteer in many radio stations too, as you get to know me you will learn many things I don't describe here.

## CERTIFICATIONS

- Real State course Training - months, still pending
- CPR certified
- Food pantry distribution certified
- Ministry certificate courses certified
- Community Service awards
- Volunteering and interact with community