

Jessica Claire

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

SUMMARY

Hardworking, detail-oriented and tenacious in developing and pursuing solutions to customer concerns. Adept at balancing company objectives with customer desires. Level-headed and positive in every customer interaction.

Self-motivated customer service team member passionate about utilizing skills to maximize customer retention. Highly accurate and efficient with strong investigation, problem-solving and critical thinking skills.

SKILLS

- Educating customers
- Customer services
- Resolving conflicts
- Inbound and Outbound Calling
- Data entry
- Peer-to-peer coaching

EXPERIENCE

CUSTOMER ADVOCATE 10/04/2 to CURRENT

Bend Memorial Clinic | New York City, NY

- Engaged with customers and worked to resolve product and service issues.
- Consulted with customers to discuss concerns and offer detailed information.
- Maintained thorough and detailed documentation of customer interactions and outcomes.
- Researched problems with benefits, accounts and services with speed and accuracy.
- Provided every customer with top-notch service and satisfied each client's individual needs.
- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Displayed strong telephone etiquette, effectively handling difficult calls.

STORE MANAGER 8/4/20 to 10/2021

Carlie C's Iga | Durham, NC

- Delivered excellent customer service and adhered to standard practices to maximize sales and minimize shrinkage.
- Processed daily paperwork, balanced register drawers, produced staffing schedules and prepared deposits.
- Managed inventory tracking and physical inventory counts to minimize loss.
- Balanced sales, reconciled cash and made bank deposits to facilitate opening and closing duties.
- Generated repeat business by responding to customer concerns with friendly and knowledgeable service.
- Strengthened work flow productivity by hiring, managing and developing top talent.
- Answered product questions with up-to-date knowledge of sales and promotions.
- Built customer confidence by actively listening to concerns and complaints and quickly resolving issues.
- Updated and maintained store signage and displays.
- Showcased and built visually appealing displays and signs to encourage customers to buy specific products.
- Enhanced customer satisfaction and store operations through relationship building and daily problem-solving.
- Trained and mentored associates to teach daily tasks and procedures.
- Identified operational issues and implemented appropriate process improvements to promote workplace safety and productivity.

PA/APPROFESSIONAL 08/2019 to 08/2020

Caliber Schools | Richmond, CA

- Applied positive reinforcement to redirect negative behaviors.
- Supplied one-on-one attention to each student during group activities.
- Customized small group and individual classroom activities based on differentiated learning needs.
- Offered students personalized educational, behavioral and emotional support.
- Communicated and collaborated well with educators from various grade levels.
- Observed students to help teachers identify potential learning blocks and opportunities for support.
- Handled clerical duties, managed classrooms and coordinated documents for teachers.
- Supported students throughout academic instruction and assignments.
- Assisted with implementation of student's individualized IEP at discretion and direction of teachers and administrators.
- Graded assignments and tests and documented results into filing systems.
- Assisted children at stations during small-group learning periods.
- Provided classroom support throughout planned instruction and individual lessons.
- Delivered instruction individually or in small groups with support from instructor.
- Monitored students' progress in skill and personal behavioral development and reported on findings to teachers and parents.

BAKERY MANAGER 10/2012 to 08/2020

Sprinkles | New York, NY

- Checked freshness of bakery goods and food in bakery, removing and disposing of stale or outdated items.
- Decorated cakes and pastries, baked breads, tarts and pies and created specialty desserts.
- Minimized cross-contamination and infection risks by consistently following safe food handling procedures.
- Implemented and executed merchandising programs to maintain and increase sales.
- Coordinating product ordering, receiving and stocking.
- Trained new bakery employees
- Resolved problems or concerns to satisfaction of involved parties.
- Delivered excellent customer service and adhered to standard practices to maximize sales and minimize shrinkage.
- Managed inventory tracking and physical inventory counts to minimize loss.
- Generated repeat business by responding to customer concerns with friendly and knowledgeable service.
- Strengthened work flow productivity by hiring, managing and developing top talent.
- Completed thorough opening, closing and shift change functions to maintain operational standards each day.
- Answered product questions with up-to-date knowledge of sales and promotions.
- Monitored employee performance and identified performance gaps for corrective action.
- Built customer confidence by actively listening to concerns and complaints and quickly resolving issues.
- Updated and maintained store signage and displays.
- Showcased and built visually appealing displays and signs to encourage customers to buy specific products.
- Enhanced customer satisfaction and store operations through relationship building and daily problem-solving.
- Identified operational issues and implemented appropriate process improvements to promote workplace safety and productivity.
- Prepared weekly schedules to verify proper floor coverage within fiscal guidelines.

EDUCATION AND TRAINING

High School Diploma 05/1998
Abilene High School, Abilene, KS