

Jessica Claire

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

Professional Summary

Meticulous in Customer

Service representative with 5 years of experience in customer service industry. Fantastic attention to detail, collaboration skills and typing ability. Committed to streamlining organizational procedures to optimize office settings.

Skills

- Detail-Oriented
- Problem Solving
- Time Management
- Verbal and Written Communication
- Critical Thinking
- Customer Service
- Computer Proficiency

Work History

- 03/2021 to Current **AIA Member Advocate**
Bridger Steel – Crowley, LA
- Provided primary customer support to internal and external customers.
 - Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
 - Assisted customers with setting appointments, special order requests, and arranging merchandise pick-up.
 - Answered constant flow of customer calls with minimal wait times.
 - Developed community reputation through commitment to customer satisfaction and strong client relationships.
 - Collected customer feedback and made process changes to exceed customer satisfaction goals.
 - Responded to customer requests for products, services and company information.
 - Consulted with outside parties to resolve discrepancies and create effective solutions.
 - Answered customer telephone calls promptly to avoid on-hold wait times.
 - Recommended products to customers, thoroughly explaining details.
 - Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
 - Evaluated account and service histories to identify trends, using data to mitigate future issues.
 - Manage several customers daily and calls per day to meet members needs regarding their policies which increase customer satisfactions
- 07/2018 to 02/2020 **Customer Service Representative**
Pennymac – Cornelius, NC
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
 - Assisted customers with setting appointments, special order requests, and arranging merchandise pick-up.
 - Regularly exceeded daily sales and product add-on quotas.
 - Answered constant flow of customer calls with minimal wait times.
 - Developed community reputation through commitment to customer satisfaction and strong client relationships.
 - Used company troubleshooting resolution tree to evaluate technical problems and find appropriate solutions.
 - Collected customer feedback and made process changes to exceed customer satisfaction goals.
 - Responded to customer requests for products, services and company information.
 - Offered advice and assistance to customers, paying attention to special needs or wants.
 - Cultivated customer loyalty, promoted repeat customers and improved sales.
 - Provided information regarding charge accounts and loyalty programs.
 - Answered customer telephone calls promptly to avoid on-hold wait times.
 - Fielded customer questions regarding available merchandise, sales, current prices and upcoming company changes.
- 07/2017 to 06/2018 **Home Loan Specialist**
Ditech-Tempe Az – City, STATE
- Reviewed loan files and updated to match current standards.
 - Worked with underwriters to fix application problems and resolve issues.
 - Oversaw scheduling of timely loan closing to satisfy home builder and borrower needs.
 - Implemented sales strategies that established relationships with realtors and CPAs.
 - Fielded customer complaints and provided solutions.
 - Planned and dealt with payment schedules.
 - Explained different types of loans pertaining to client situations.
 - Explained very technical financial information to applicants in easy to understand language.
 - Observed all regulatory, compliance and security policies and procedures to keep data as safe as possible from breaches.
- 11/1998 to 09/2013 **Probation Corrections Officer**
Riverside County Probation – City, STATE
- Tracked inmates through head counts, visitor logs and scheduled activities.
 - Booked new inmates into facility and processed inmates for release.
 - Observed and supervised inmates throughout visits, meal time, recreation, phone calls and showers.
 - Inspected work sites and crew trucks for contraband, cleanliness and safety.
 - Escorted inmates to and from cells, court, hospitals and medical appointments.
 - Delivered inmates to work sites and returned safely by following protocols.
 - Conducted routine and emergency head counts.
 - Identified needed updates to correctional plans and assigned inmates to appropriate housing.
 - Addressed inquiries from general public, other staff, inmates and visitors to resolve concerns.
 - Notified victims of upcoming inmate releases.
 - Received and accounted for personal possessions and determined inmate work assignments.
 - Identified facility openings and designated inmates to housing units.
 - Arranged for medical and dental care of inmates.
 - Observed behavior of residents individually and in groups.
 - Discussed with offenders links between criminal behavior and anger management problems or drug and alcohol abuse.
 - Led intake and processing of inmates by handling paperwork, searches, interviews and fingerprinting.
 - Completed intake paperwork, fingerprints and searches.
 - Prepared, processed and maintained forms, reports, logs, records and activity journals.
 - Led disciplinary hearings and made recommendations for sentencing.

Education

- 05/2006 **Bachelor of Science: Criminal Justice**
University of Phoenix - Tempe, AZ
- Professional development completed criminal justice Bachelor of Science earned
- 02/1997 **Associate of Science: Police Science**
San Bernardino Valley College - San Bernardino, CA
- Relevant Coursework Completed: Police Science
 - Completed professional development in criminal Justice
- 06/1992 **Associate of Science: Liberal Studies**
San Bernardino Valley College - San Bernardino, CA
- Relevant Coursework Completed: liberal studies & general education
 - Continuing education in criminal justice