

# JESSICA CLAIRE

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## SUMMARY

Well-developed communications, interpersonal, organizational skills gained through extensive and dynamic customer service experience. Accurate, analytical, results and solution-oriented with ability to work independently and in a team-oriented environment. Seeking entry-level opportunities to expand skills while facilitating company growth.

## SKILLS

- Communication
- Active listening
- Organizational skills
- Friendly, positive attitude
- Teambuilding
- Customer service and strong problem solver
- data entry
- Ms office
- Leadership
- Time-management
- detail-oriented/ deadline oriented
- ability to Multitask and Fast Leaner
- Ms office suite knowledge
- Fluent in French, Swahili and Lingala

## EXPERIENCE

### 08/2021 to Current COVID-19 Testing Specialist/Certified Immunizer

Town Pump, Inc. – Idaho Falls, ID

- Provided COVID-19 testing to the people of the community of Lexington
- Help create a safer environment by administrating COVID-19 tests and vaccines
- Enter data in the database as needed
- Complied with operational standards and OSHA regulations.
- Maintained daily communication with subcontractors and inspectors to drive forward progress of project.
- Communicated with local business owners and community members to facilitate use of resources.
- Maintained strong working knowledge of pump controls, monitoring equipment and calibration tools by attending trainings.
- Drove testing process improvements and automation methods to help speed up test execution.
- Perform all duties with HIPAA regulations.
- Able to label, collect, and process patient specimen to ensure accurate test results.
- Kept detailed records of supply inventory and testing materials needed.
- Checking people in for an appointment and directing walk ins.
- Performs others related duties as necessary.

### 08/2021 to 12/2021 Biology Tutor

Traditions Spirits – Denton, TX

- Worked with students to improve performance and grade point average in natural sciences coursework.
- Gathered multimedia materials to reinforce specific concepts.
- Helped students with subject knowledge as well as general abilities in learning, studying and retaining information.
- Offered last-minute tutoring to pupils prior to examinations.
- Communicated with teachers to provide students with comprehensive support.
- Identified and removed obstacles keeping students from learning, helping to effectively complete homework tasks on time.
- Worked with students to develop skills in note-taking, studying and test preparation.
- Stayed informed about new resources and learning strategies as well as detailed information about tutoring subjects.
- Educated students in use of various study techniques.

### 11/2020 to 02/2021 Store Cashier

At Home – City, STATE

- Greeted customers promptly and responded to questions.
- Counted and balanced cashier drawers.
- Complied with cash handling procedures to meet regional cashier variance policy.
- Welcomed customers, offering assistance to help find store items.
- Processed customer payments quickly and returned exact change and receipts.
- Kept check-out areas clean, organized, and well-stocked to maintain attractive store.
- Built and maintained productive relationships with employees.
- Issued receipts, discussed return policies, and directed customers to pickup locations for larger merchandise.
- Resolved customer complaints and escalated worsening concerns for remediation.
- Processed returned items in accordance with store policy.
- Applied proper tare procedures when ringing up scalable items to maintain accurate pricing.
- Helped customer locate and select appropriate merchandise throughout store.
- Cleaned and stocked front-end areas with register tapes and ribbons.

### 06/2016 to 08/2019 Fast Food Cashier

Chick-fil-A – City, STATE

- Kept customer and food preparation areas clean and well-organized.
- Restocked workstation with supplies and communicated out-of-stock items to management.
- Boosted customer satisfaction by quickly addressing and resolving complaints with food or service.
- Processed sales transactions to prevent long customer wait times.
- Verified orders and bagged items for easy transport.
- Took orders, prepared foods and processed payments in full-service establishment.
- Greeted customers promptly and responded to questions.
- Counted and balanced cashier drawers.
- Trained and mentored new cashiers to maximize performance with skilled, efficient and knowledgeable team members.
- Assisted customers to find appropriate products, answered product questions and provided product solutions.
- Updated promotional displays to assist merchandising teams and drive new product sales.

## EDUCATION AND TRAINING

### 06/2018

#### High School Diploma

Henry Clay High School - Lexington, KY

### 12/2021

#### Bachelor of Science: Biology

University of Kentucky - Lexington, KY

- Cum laude graduate
- Tri-Alpha Honor Society Member
- 3.6 GPA
- Dean's List Honoree Fall 2018
- William Parker Scholarship Recipient
- KEEES scholarship Recipient
- College CAP scholarship Recipient
- Completed coursework in Genetics, Cell Biology and Bio-chemistry.

## ACTIVITIES

### shadowing:

University of Kentucky Clinic:

October 2020 to January 2021

- Had the opportunity to shadow a pediatrician who specialized in Cardiology.

- Attended multiple outreaches and observed patient-doctor interactions.