

JESSICA CLAIRE

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☎ (555) 432-1000

📍 100 Montgomery St. 10th Floor

PROFESSIONAL SUMMARY

Knowledgeable and dedicated customer service professional with extensive experience in retail industry. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses. Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Motivated Customer Service Representative with over 10 years of retail experience in fast-paced, team-based environments. Driven and proven successful at achieving established targets and team goals.

SKILLS

- Self-motivated professional
- Collaboration
- Flexible & Adaptable
- Customer Service
- Good listening skills
- Responsible
- Multitasking abilities
- Leadership
- Conflict resolution
- Microsoft Office
- Basic math
- Customer Service Management

EDUCATION

Felicity-Franklin Local High School
Felicity, OH • 05/2012
High School Diploma

WORK HISTORY

Schlotsky's Deli - Guest Advocate
Rogers, AR • 03/2021 - Current

- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
- Investigated and resolved customer inquiries and complaints quickly.
- Recommended products to customers, thoroughly explaining details.
- Responded proactively and positively to rapid change.
- Exhibited high energy and professionalism when dealing with clients and staff.
- Delivered prompt service to prioritize customer needs.
- Managed timely and effective replacement of damaged or missing products.
- Cross-trained and provided back up for customer service managers.
- Collected and returned unpurchased or returned items to correct shelf locations and arranged displays to promote sales.
- Recommended, selected and helped locate and obtain out-of-stock product based on customer requests.
- Provided ongoing guest service.

H-E-B - Shift Leader
Kingsland, TX • 07/2017 - 02/2021

- Trained new employees and delegated daily tasks and responsibilities.
- Resolved customer complaints and issues and offered thoughtful solutions to maintain customer satisfaction.
- Maintained clean and well-organized production areas to avoid violations or unnecessary work delays due to hazards or inefficient layouts.
- Delivered superior training and leadership to teams to boost performance and help team members achieve performance targets.
- Evaluated employee skills and knowledge regularly, training and mentoring individuals with lagging skills.
- Monitored employee actions for safety, sanitation and general housekeeping compliance, proactively protecting staff and customers from safety hazards and infection risk.
- Prepared shift summary reports for supervisor and communicated regularly on goals and progress.
- Maintained professional demeanor by staying calm when addressing unhappy or angry customers.
- Cultivated positive rapport with fellow employees to boost company morale and promote employee retention.
- Developed detailed plans based on broad guidance and direction.

Walmart - Overnight Stocker
City, STATE • 10/2013 - 10/2016

- Removed all boxes and related trash from sales floor and processed through compactors.
- Used dollies and pallet jacks to unload and organize merchandise from delivery trucks.
- Assisted customers by finding items quickly to boost store satisfaction rates.
- Checked aisles for spills to complete quick clean-up.
- Maintained inventory and ordered new supplies to meet expected needs.
- Readied items for sales floor stocking by affixing tags and preparing shelf labels.
- Stamped, attached or changed price tags on merchandise shelving and updated computerized price list.
- Stocked shelves, racks, and cases with new or transferred merchandise.
- Kept work areas neat, clean and free from debris.
- Stocked shelves to match planogram images and instructions.
- Interacted with guests in friendly and knowledgeable way.
- Stocked designated items on shelves, end caps and displays.
- Kept aisles clear and clean while restocking to prevent accidents and enable others to easily pass by.
- Moved cardboard, plastic ties and other debris from unboxing to trash.
- Labeled products, rotated stock and fronted merchandise for appealing display.
- Maintained tidy and clean work areas to promote optimal productivity and safety standards.
- Greeted customers and directed to requested products.
- Greeted store customers and discussed needs.
- Adhered to safety processes and procedures when stocking store to avoid falls and other injuries.
- Operated equipment such as pallet jacks and hand trucks to move heavy boxes.
- Kept warehouse areas free of debris and safe for employees with proper storage and maintenance of machinery, tools and supplies.
- Disposed of damaged or defective items or coordinated returns to vendors for covered items.
- Safely and securely loaded items to prevent damage during transport.
- Moved and lifted heavy loads of merchandise using pallet jack equipment.
- Followed orders precisely for correct items, sizes and quantities.
- Marked stock with identification tags and labels to outline information such as storage locations.
- Assisted customers with large and heavy loads by transporting packages to customers' vehicles.