

JESSICA CLAIRE

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SUMMARY

Enthusiastic Cosmetology Student with strong clinical and practical background in service industry. Knowledgeable in professional imaging, hair design, skincare and hair products. Detail-oriented and punctual with strong desire to learn and improve skills. I have the drive to keep salon clean and tidy and make customers feel at home. Strengths include assertive work ethic, friendly customer service skills and team oriented. Friendly and professional at all times to work weekends and evenings. I am an Apprentice Hairdresser seeking an apprentice position in the Greensboro area. Competent in assisting stylists with preparing clients for treatments. Enthusiastic and ambitious with extensive knowledge of hairdressing trends. Friendly Master Cosmetologist dedicated to providing exceptional service to clients through delivery of beauty services. Energetic professional with excellent skill and technique. Experienced in handling high-volume customer needs, quickly assessing each customer and offering on-trend recommendations. Skilled at cutting hair and recommending optimal products to drive revenue. Diligent about keeping records accurate and schedules organized. Highly organized, proactive and punctual with team-oriented mentality. Organized and motivated employee eager to apply time management and organizational skills in various environments. Seeking entry-level opportunities to expand skills while facilitating company growth. Dedicated employee known for punctuality, pursuing employment options where good customer service and positive attitude will make a difference.

SKILLS

- Customer relations
- System implementation
- Credit card payment processing
- Employee coaching
- High-energy attitude
- Quality control
- Store maintenance
- Conflict mediation
- In-store support
- Schedule mastery

EXPERIENCE

11/2020 to 01/2021 **Guest Advocate**

Grand Living At Lake Lorraine – Cedar Rapids, IA

- Assisted customers with price checks, lifting heavy items and addressing other inquiries.
- Displayed strong telephone etiquette, effectively handling difficult calls.
- Answered questions and informed customers of current sales and promotions.
- Handled client inquiries with exceptional professionalism and enthusiasm.
- Informed customers about product lines and services offered by company.
- Assisted customer relationship management by addressing service requests and assisting front-end cashier and bagger clerk.
- Consistently met service team sales targets and call handling quotas consistently.
- Exceeded team goals and collaborated with staff to implement customer service initiatives.

04/2020 to 12/2020 **Caregiver**

Life At Home – City, STATE

- Maintained clean and well-organized environment for client happiness and safety.
- Improved patient outlook and daily living through compassionate care.
- Observed patients for changes in physical, emotional, mental or behavioral condition and injuries.
- Created safe and positive living situations for clients by communicating with family and other staff about concerns or challenges.
- Assisted with meal planning to meet nutritional plans.
- Followed care plan and directions to administer medications.
- Drove clients to shop for groceries, attend doctor appointments and run errands.
- Monitored vital signs and medication use, documenting variances and concerning responses.
- Laundered clothing and bedding to prevent infection.
- Aided with mobility and independence for disabled individuals and continually monitored safety.
- Examined and addressed lacerations, contusions and physical symptoms to assess and prioritize need for further attention.
- Reported concerns to nurse supervisor to promote optimal care.
- Made beds, swept floors and sanitized surfaces to support activities of daily living.
- Maintained daily living standards by assisting clients with personal hygiene needs.
- Assisted patients with daily personal hygiene.
- Provided ongoing compassionate patient care for each client.
- Helped clients with personal needs from exercise to bathing and personal grooming.
- Cooked appetizing and satisfying meals and snacks.
- Assisted patients with bathing, dressing, daily hygiene care and grooming.
- Developed strong and trusting rapport with patients to facilitate smooth, quality care.
- Engaged with patients and families to provide emotional support and daily living instruction.
- Ambulated individuals around home, public and medical locations.

05/2018 to 04/2019 **Restaurant Waitress**

Backyard Grill Restaurant – City, STATE

- Operated POS terminals to input orders, split bills and calculate totals.
- Satisfied customers by topping off drinks and anticipating condiments, napkins and other needs.
- Collaborated with host, bus person and cook to serve up food and beverage options.
- Arranged place settings with fresh tablecloths, tableware and flowers to create appealing tables.
- Promoted desserts, appetizers and specialty drinks to optimize sales.
- Prepared salads, appetizers and garnishes to assist kitchen staff.
- Completed cleaning duties by sweeping and mopping floors, vacuuming carpet and tidying up server stations.
- Developed rapport with guests and assisted in generating repeat business by providing exceptional customer service.
- Stocked server areas with supplies before, during and after shifts.
- Provided exceptional service to high volume of daily customers.
- Welcomed guests with personable attitude and brought beverage orders while reviewing menu options.
- Checked on guests to verify satisfaction with meals and suggested additional items to increase restaurant sales.
- Communicated with kitchen staff frequently to stay up-to-date on supply availability and potential customer wait times.
- Addressed concerns or complaints quickly to improve service and escalated more advanced issues to management for resolution.
- Handled food safely and kept spaces clean to protect customers from foodborne illness and maintain proper sanitation.
- Completed opening and closing checklists to facilitate smooth restaurant operations.
- Calculated charges, issued table checks and collected payments from customers.
- Updated customers on menu changes and new food and beverage offerings to maintain quality service relationships.

EDUCATION AND TRAINING

02/2019

High School Diploma

Southeast Guilford High School - Greensboro, NC

WEBSITES, PORTFOLIOS, PROFILES

- @Jessicamargarita.hair insatgram