

# JESSICA CLAIRE

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## PROFESSIONAL SUMMARY

I am a highly motivated and personable Customer Service professional with over 10 years of experience in offering excellent customer service in varying capacities.

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## SKILLS

- Strong written and oral communication
- Superb interpersonal skills
- Training and mentoring
- Excellent customer service skills
- Ability to work independently
- Problem solver/ critical thinker
- Flexible
- Sales
- Technology (MS Office, Google G Suite, Google Slides, Powerpoint, Go React, Zoom, , Social Media, Canvas)

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## WORK HISTORY

### **English Language Arts Teacher, 01/2019 - 01/2020**

**Bridgeport Public Schools – Bridgeport, CT**

- Performed manual data entry.
- Create and manage systems for tracking large amounts of data.
- Mentorship
- Conducted evaluation reports on Special Education students to track progress for conferences with parents and admin.
- Completed in-service and additional training to maintain professional growth, including HIPPA.
- Utilized multimedia strategies and technology to convey information in fresh and interesting ways.
- Cultivated relationships with parents for complete support network.
- Observed colleagues and offered constructive criticism for best practice.
- Worked 55+ hours a week.

### **Guest Teacher, 10/2018 - 01/2019**

**Oak Park Unified – Oak Park, CA**

- Developed and implemented classroom routines to address varying student needs.
- Modified lessons and curriculum to accommodate diverse learners by using strategies such as peer-assisted learning and group work.
- Participated in department meetings to provide input to colleagues about student achievement and improvement.
- Worked 25-30 hours per week.

### **Customer Service Supervisor, 01/2011 - 01/2015**

**Mckesson Corporation – Gahanna, OH**

- Exceeded team goals and collaborated with staff members to implement customer service initiatives.
- Evaluated interactions between associates and customers to assess personnel performance and customer satisfaction.
- Conducted training and mentored team members to promote productivity, accuracy and commitment to friendly service.
- Daily transactions of utility payments, store returns, Ticket Master sales, payroll, money order sales, cashier closeout accounts, store closing accounting.
- Helped employees with day-to-day work and complex problems by applying motivational and analytical strategies.
- Managed store call volume of 200+ calls per day, directing them to appropriate departments.
- Managed customer complaints
- Assessed and authenticated customer exchanges, voids and returns.
- Managed complex transactional and emotional customer situations promptly and professionally while meeting service commitments.

### **Law Clerk, 01/2009 - 12/2010**

**San Joaquin County, Ca – Stockton, CA**

- Assembled case materials for more than 100 cases by organizing, summarizing and collecting documents, information and evidence.
- Used dictaphone and Microsoft Office to transcribe legal documents and letters.
- Administrated databases containing client information and vital data to facilitate office operations.
- Drove quality control efforts by minimizing downtime and maximizing efficiency to increase revenue.
- Kept physical files and digitized records organized for easy updating and retrieval by authorized team members.
- Directed incoming calls to internal personnel and departments, routing to best-qualified department.
- Assisted in administrative duties for office team, including making phone calls, copies and schedules.
- Resolved customer problems and complaints.

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## EDUCATION

### **Bachelors of Science: Secondary Education, 12/2017**

**Bowie State University - Bowie, MD**

- Minored in English

### **Bachelor of Arts: English Language And Literature, 12/2010**

**University of Maryland - College Park, MD**

- Minored in Business Administration