

JESSICA CLAIRE

Montgomery Street, San Francisco, CA 94105 • (555) 432-1000 • resumesample@example.com

SUMMARY

My extensive work experience has given me a great deal of skill in multiple work environments. I have been part of teams that went through a complete hotel renovation and have even part of a team of educators that opened a brand new school in a growing charter school network. I have studied abroad in Mexico and have nearly perfected my Spanish in reading, writing and speaking the language. I have always been a fast learner and a great researcher when I need to learn more about a subject. I will always be on time with my work and I am very detailed when it comes to proof reading and correcting my assignments. I pride myself with everything that I do.

HIGHLIGHTS

- Powerful negotiator
- Customer service
- Forward-thinking mindset
- Strong initiative
- Resourcefulness
- Schedule management
- Problem resolution
- Self-starter
- Deadline-oriented
- Microsoft Office
- Spreadsheet development
- Report analysis
- Bilingual in Spanish
- Schedule creation and maintenance
- Conflict resolution techniques
- Calm and patient
- Critical thinker
- Learning assessments
- Flexible and adaptive
- Calm under pressure
- Customer service surveys
- Sales experience
- Data entry

EXPERIENCE

Special Education Paraprofessional, 06/2012 - 03/2015

Kasson-Mantorville School – Kasson, MN

- Provide private instruction to individual or small groups of students to improve academic performance, improve occupational skills, or prepare for academic or occupational tests.
- Administer standardized ability and achievement tests to kindergarten or elementary students with special needs.
- Collaborate with other teachers or administrators to develop, evaluate, or revise kindergarten or elementary school programs.
- Confer with parents, administrators, testing specialists, social workers, or other professionals to develop individual education plans (IEPs).
- Confer with parents, guardians, teachers, counselors, or administrators to resolve students' behavioral or academic problems.
- Coordinate placement of students with special needs into mainstream classes.
- Employ special educational strategies or techniques during instruction to improve the development of sensory- and perceptual-motor skills, language, cognition, or memory.
- Instruct special needs students in academic subjects, using a variety of techniques, such as phonetics, multisensory learning, or repetition to reinforce learning and meet students' varying needs.
- Interpret the results of standardized tests to determine students' strengths and areas of need.
- Meet with parents or guardians to discuss their children's progress, advise them on using community resources, or teach skills for dealing with students' impairments.
- Modify the general kindergarten or elementary education curriculum for special-needs students.

In 2013, Rocketship, a charter network whose primary goal is to close the achievement gap in less fortunate communities, opened a new school in South San Jose. I was part of a team that started the school from 0. Aside from putting classrooms together, I was also part of a team that needed to create its own curriculum for the school year. I was in charge of creating my own lesson plans and revising them to perfection after my coach reviewed them.

Guest Services Representative, 2011 - 09/2012

Department Of Defense – California, MD

- Greet, register, and assign rooms to guests of hotels or motels.
- Verify customers' credit, and establish how the customer will pay for the accommodation.
- Contact housekeeping or maintenance staff when guests report problems.
- Make and confirm reservations.
- Issue room keys and escort instructions to bellhops.
- Keep records of room availability and guests' accounts, manually or using computers.
- Perform bookkeeping activities, such as balancing accounts and conducting nightly audits.
- Post charges, such those for rooms, food, liquor, or telephone calls, to ledgers manually or by using computers.
- Compute bills, collect payments, and make change for guests.
- Record guest comments or complaints, referring customers to managers as necessary.
- Review accounts and charges with guests during the check out process.
- Transmit and receive messages, using telephones or telephone switchboards.
- Advise housekeeping staff when rooms have been vacated and are ready for cleaning.
- Answer inquiries pertaining to hotel services, guest registration, and travel directions, or make recommendations regarding shopping, dining, or entertainment.
- Deposit guests' valuables in hotel safes or safe-deposit boxes.
- Clean and maintain lobby and common areas, such as restocking supplies and watering plants.
- Arrange tours, taxis, or restaurant reservations for customers.
- Prepare for basic food service, such as setting up continental breakfast or coffee and tea supplies.
- Date-stamp, sort, and rack incoming mail and messages.

Homestead Hotels, now Extended Stay America, had a complete renovation of the hotel which required a lot of hands on work, data entry and organization in relocating guests as they were moved rooms to allow the one they were currently in to be completely remodeled. I had multiple roles in both the office and in the work area to assure that everything was being run smooth and that the guests were always happy.

Sales Associate, 12/2009 - 10/2010

Barrett Business Services – Sandy, UT

- Resolve customer complaints regarding sales and service.
- Use computers to organize and locate inventory, and operate spreadsheet and word processing software.
- Authorize payment of invoices or return of merchandise.
- Train or supervise sales or clerical staff.
- Greet customers and ascertain what each customer wants or needs.
- Describe merchandise and explain use, operation, and care of merchandise to customers.
- Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
- Compute sales prices, total purchases and receive and process cash or credit payment.
- Answer questions regarding the store and its merchandise.
- Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
- Place special orders or call other stores to find desired items.
- Inventory stock and requisition new stock.
- Exchange merchandise for customers and accept returns.
- Clean shelves, counters, and tables.

EDUCATION

High School Diploma: Jun 2009

OAK GROVE HIGH SCHOOL - SAN JOSE, CA

Associate of Science: Administration of Justice

DE ANZA COLLEGE - CUPERTINO, CA

Graduation date: June 2016

LANGUAGES

Fluent in Spanish

SKILLS

academic, basic, bookkeeping, clerical, credit, make change, Resolve customer complaints, instruction, Inventory, memory, Exchange, mail, policies, progress, Fast Learner, sales, Fluent in Spanish, spreadsheet, tables, telephone, telephones, word processing