

# JESSICA CLAIRE

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☎ (555) 432-1000

📍 Montgomery Street, San  
Francisco, CA 94105

## SKILLS

- Effective workflow management
- Customer-focused
- Microsoft Outlook, Word and Excel
- Skilled trainer
- Effective problem solver
- Adherence to high customer service standards
- Excellent time management skills
- MS Office expert
- Call center metrics decoding aptitude
- 20/20 Design Program
- Exceptional telephone etiquette
- Payment processing
- Team leadership
- Store opening/closing procedures
- Flexible schedule
- Multi-tasking skill
- Reliability
- Design process
- Customer service Awards
- Skilled in call center operations
- Adheres to customer service procedures

## EDUCATION

JAMES MADISON HIGH SCHOOL  
MILWAUKEE, WI • 2007

*High School Diploma*

MILWAUKEE AREA TECHNICAL  
COLLEGE  
MILWAUKEE, WI

ACCOUNTING : ASSOCIATES

## PROFESSIONAL SUMMARY

Energetic and results-driven professional with more than a decade of experience in customer service. Expert at conferring with customers by telephone or in person to provide them with information regarding products or services, and reconciling any customer support issues within a timely manner. Expert in taking or entering orders, creating/canceling orders and obtaining details of complaints. Familiar with principles and processes of customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction. Self-motivated with exceptional communication and computer capabilities. Including 20 20 designing program, email, lotus notes, SAP, CRM, and ESVS.

## WORK HISTORY

### Bellevue Building Supply, Inc. - KITCHEN AND BATH DESIGNER

*Schenectady • 07/2016 - Current*

- As a kitchen designer, I work with many clients to discuss all aspects of creating, remodeling, or updating their kitchen area in the homes or businesses requested. With discussing ideas, I will then create floorplans, including flooring, cabinets, countertops, and appliances using the 20 20 design program. With demonstrating excellent customer service and listening skills, to discuss and gain the needs and project goals for the clients. That allows the ability to posse an eye for efficient drafting and designing with using up to date design trends for clients. While staying within the budget assigned to the project. Designing kitchens, has allowed me gain the knowledge of building codes, drywall, doorways, countertop, and other architectural knowledge.

### Sprouts Farmers Market - Head Cashier

*Atlanta • 02/2016 - 07/2016*

- As Head Cashier responsibilities included, demonstrating team management, resolving conflicts, maintaining daily schedules, providing exceptional customer service. While maintaining employee and customer conflicts, reinforcing quality service goals, creating empathetic employee relationships, while helping management create a positive professional work environment. Implementing excellent time management skills, professional care and phone etiquette, with keeping the true values of being an influential team player at mind.

### First Mid-Illinois Bancshares, Inc. - CHATTER

*Saint Peters • 08/2015 - 01/2016*

- Provides customer service and network problem resolution to live users (customers). Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services. Processing orders using card payments via online live chat. Gather customer's information and determine the issue by evaluating and analyzing the purchase order, while following standard process and procedures. Accurately process transactions using PC or phone. Offer alternative solutions where appropriate with the objective of retaining customers' and clients' business. All while demonstrating proficiency in typing and grammar.

### FIS - Fraud Analyst

*City, STATE • 02/2014 - 06/2015*

- Provides support to prevent, detect, identify and resolve fraudulent activity by customers, potential customers, and outside agents. Identify fraud trends, to help develop fraud prevention techniques. Knowledge in finance and computer systems. Analyzing, monitoring and investigative skills, to detect suspicious activity. Work to prevent fraud from occurring