

# Jessica Claire

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## SUMMARY

I am reliable, dedicated and easy to get along with. I am a Performance-driven Associate with a stellar record of accomplishment in connecting with customers and driving remarkable sales. Proactive, well-organized sales leader successful at meeting and exceeding targets with strategic approaches. Skilled lead generator, product demonstrator and problem-solver.

## SKILLS

- MS Office (Word, Excel, Outlook, Powerpoint, OneNote, Access)
  - Google Drive (Docs, Sheets, Slides, Forms)
  - Spreadsheets (Excel, Google Sheets, OpenOffice Calc). Pro tip: List specific skills such as: pivot tables, comparative analyses, link to database, macros, sensitivity tables, vertical lookups.
  - Email (mail merge, filters, folders, rules)
  - Presentations/Slideshows (Powerpoint, Google Slides, OpenOffice Impress, Tableau)
  - Database Management (MS Access, Oracle, Teradata, IBM DB2, MySQL, SQL)
  - Quickbooks. Pro tip: talk about specific applications of your skills: Expense tracking, accounts payable, invoicing, cash flow management, employee time tracking, reports, payroll.
  - Social Media (Facebook, Twitter, Instagram). Pro tip: Explain how you apply your social media skills, e.g., talk about giveaways, post engagement metrics, reach, customer interaction.
  - Web (HTML, CSS, Javascript, WordPress, Joomla, Content Management Systems (CMS), code libraries
- **Sales skills**
  - Sales software proficiency
  - Able to learn quickly and find solutions for any problem
  - Able to exceed and surpass set goals and expectations
  - Organized and prepared
  - Hardworking and dependable
  - Time management & excellent at multi-tasking
  - Able to work in a team or independently
  - Create, foster and maintain professional relationships

## EXPERIENCE

**KITCHEN DESIGNER** 12/2021 to CURRENT

Home Depot | Oakland, MI

- Outlined plans based on client budgets and needs with flooring, cabinets, appliances and countertops.
- Visited home sites when necessary to assess and fulfill customer needs.
- Designed floor plans, elevations, and 3D perspective views and material boards for both in-house review and presentation to client.
- Used 3D software to allow customers to clearly visualize completed projects, creating "wow effect."
- Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.

**OWNER** 01/2019 to CURRENT

Swope Health | Belton, MO

- Researched different vendors for product purchasing opportunities and price comparisons.
- Managed online marketing and promotional calendars by integrating campaigns and daily promotional offers.
- Gathered product data to upload to websites and online marketplaces.
- Utilized web analytics tools to track and measure performance and made adjustments to improve retention and conversion.
- Coordinated affiliate, referral and social media programs to spur growth and attract new users to brand.
- Planned and implemented site content updates, merchandising of newly launched products, integrated campaigns and promotions.
- Generated daily operational and sales reports for corrective action or continuous improvement.
- Coordinated with webmaster to develop website and create online advertisements.
- Researched extensively to find the best selling products with the highest profit margins.
- Developed relationships with manufacturers in order to purchase inventory for the lowest price possible in order to increase profits
- Handled all incoming orders daily- to ship all new orders within 24 hours.
- Answered all incoming emails from customers and solved all problems within 12 hours.
- Processed, tracked and entered all returned inventory within 72 hours.
- Advertised online to help drive traffic to website.
- Updated website weekly with blogs, reviews, how to videos and instructions for many of the products that we sold.
- Successfully transitioned my e-commerce business to Amazon's FBA program in order to create a continuous passive income and allowing time to pursue a full time career.

**CALL CENTER REPRESENTATIVE** 01/2016 to 07/2018

Lincoln Tech | Newark, NJ

- Reviewed customer account information to determine current issues and potential solutions.
- Handled customers effectively by identifying needs, quickly gaining trust, approaching complex situations and resolving problems to maximize efficiency.
- Managed high-volume of inbound and outbound customer calls.
- Reviewed files, records and other obtained documents to respond to customer requests.
- Informed customers about billing procedures, processed payments and provided payment option setup assistance.
- Followed strict multiple different, changing policies that varied depending on the bank or credit union that the customer was calling from.
- Regularly worked the third shift (overnight) consistently worked alone answering all incoming calls, completing all assigned work each night, and exceeding all expectations set by direct supervisor.
- Worked through online queue of flagged transactions to determine if transaction appeared to be fraudulent or not- if fraud was possible- policies were followed in order to protect the customer and bank from losing anymore money.
- Created new credit and debit cards, packaged and prepared for shipping.
- Entered all balance transfers, account closures and payments from the previous day.
- Handled all incoming calls from the merchant department- had to troubleshoot callers problem in order to help get their credit card processing equipment back online and working as quickly as possible.
- Able to multi-task doing administrative tasks while also taking all incoming calls. Able to transition quickly from one task to the next in order to be as productive as possible.
- Handled all issues, problems, concerns that arose during the overnight shift without management or co-workers onsite or able to help. Learned how to find solutions to problems as they arose while making sure to follow all legal and company policies set by each bank and credit union serviced.

## EDUCATION AND TRAINING

**High School Diploma** 05/1999  
Falmouth High School , Falmouth, MA

**Bachelor of Arts | Psychology** 05/2006  
Framingham State University, Framingham, MA