

Jessica Claire

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PROFESSIONAL SUMMARY

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. To seek and maintain a full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills. Innovative Call Center Representative with five years of experience providing excellent support to clients while building rapport. Adept in implementing problem-solving techniques for customer complaints and handling high call volume. Successful at maintaining high customer satisfaction ratings through friendly demeanor and assistance with additional customer questions. Highly experienced sales associate known for exemplary team-building and project oversight skills. Gifted at working with all types of personalities. Performance history of developing strong collaborative relationships and delivering impressive results.

SKILLS

- Employment Recordkeeping
- Candidate Searching
- Industry-Specific HR Regulations
- De-escalation Techniques
- Customer Account Management
- Multitasking and Prioritization
- Upbeat and Positive Personality
- Courteous with Strong Service Mindset
- Data Entry and Maintenance
- Stocking and replenishing
- Sales trends
- Relationship building
- Upselling

WORK HISTORY

HUMAN RESOURCES

10/2021 to CURRENT

Dewolff Boberg & Associates | New York City, NY

- Contributed to annual performance appraisals by working with supervisors to achieve consistency and compliance with established procedures.
- Reviewed existing policies and procedures to make recommendations for enhancing work productivity, recruitment, hiring processes and talent management.
- Maximized team knowledge and productivity by training, monitoring and directing employees in application of best practices and regulatory protocols.
- Launched company-wide HR strategies, practices and benefits and compensation policies to drive departmental and business objectives.

CUSTOMER SERVICE REPRESENTATIVE SPECIALIST/HUMAN RESOURCES ASSISTANT

04/2015 to 08/2021

Behavior Health Network | Amherst, MA

- Provided primary customer support to internal and external customers.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Answered constant flow of customer calls with minimal wait times.
- Fielded customer questions regarding available merchandise, sales, current prices and upcoming company changes.
- Delivered friendly assistance with new hires throughout interviewing and hiring process.
- Filed paperwork, sorted and delivered mail, and maintained office organization.
- Administered compensation, benefits and performance management systems and safety and recreation programs.
- Prepared monthly, weekly and daily logs using Microsoft Office Suite.

TEACHER

06/2012 to 04/2015

Lighthouse Learning Academy | City, STATE

- Increased student involvement in program offerings through strategic redesign of program processes and methods.
- Chose optimum curriculum for each class and devised creative daily lesson plans to meet requirements and needs of different learners.
- Guided student teachers and teaching aides in classroom management, leading by example and thoroughly answering questions.
- Introduced new software into classrooms, enhancing student comprehension and improving test scores.
- Communicated frequently with parents about student growth and progress, recommending at-home reinforcement to support struggling students.
- Developed and optimized rich learning environment by capitalizing on diverse engagement strategies and enriching teaching techniques.
- Taught student classrooms with varying teaching methods and elevated average GPA.

FRONT COUNTER ASSOCIATE/CUSTOMER SERVICE/SALES ASSOCIATE

05/2011 to 08/2012

Southern Traditions | City, STATE

- Resolved concerns with products or services to help with retention and drive sales.
- Improved customer satisfaction ratings by addressing issues and fostering timely resolution.
- Managed customer relations and customer service through daily communication and interaction.
- Exceeded service objectives by applying proven customer service and sales best practices.
- Provided primary customer support to internal and external customers.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Consulted with outside parties to resolve discrepancies and create expert solutions.
- Provided information regarding charge accounts and loyalty programs.
- Prepared merchandise for sales floor by pricing or tagging.
- Helped customers locate products and checked store system for merchandise at other sites.
- Engaged with customers to effectively build rapport and lasting relationships.
- Educated associates on market trends and stayed up-to-date on forecasts.

EDUCATION

High School Diploma

05/2011

Cookeville High School, Cookeville, TN