

JESSICA CLAIRE

100 Montgomery St. 10th Floor
(555) 432-1000 - resumesample@example.com

PROFESSIONAL SUMMARY

Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results.

SKILLS

- Information Ordering
- Specifications Conformance
- Sample Collection
- Packaging and Shipping Support
- Inspection and Testing Reports
- Work Orders
- Customer Service
- New Hire Training
- Shift Scheduling
- Transaction Approvals
- Sweeping and Mopping
- Store Opening and Closing
- Cooperative Attitude
- Team Contribution
- Heavy Lifting
- Team Leadership

WORK HISTORY

06/2022 to Current **Covid Testing**

Compass Group Usa Inc – Odessa, TX

- Tested over 200 people per day
- Travel to site location
- Set up and take down testing site at beginning and end of each work day
- Ask prompted health related questions and follows structured screening protocol
- Re-stock PPE and lab supplies
- Enter data into EHR and/or lab system
- Greets all incoming individuals at on-site location (employees, patients, and visitors)
- Adhered to social distancing protocols and wore mask or face shield
- Maintained energy and enthusiasm in fast-paced environment
- Completed paperwork, recognizing discrepancies and promptly addressing for resolution
- Learned new skills and applied to daily tasks to improve efficiency and productivity.
- Worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Successfully maintained clean, valid driver's license and access to reliable transportation.
- Used Microsoft Word and other software tools to create documents and other communications.
- Received and processed stock into inventory management system.
- Carried out day-to-day duties accurately and efficiently.
- Improved operations through consistent hard work and dedication.

01/2020 to 07/2021 **Housekeeper**

Taco Bell – Boynton Beach, FL

- Cleaned over 12 rooms per day
- Disinfected and mopped bathrooms to keep facilities sanitary and clean.
- Disposed of trash and recyclables each day to avoid waste buildup.
- Cleaned and stocked guest rooms by replacing used towels and linens, vacuuming floors, making beds and restocking bathroom items.
- Vacuumed rugs and carpeted areas in offices, lobbies and corridors.
- Used chemicals by following safety protocols and procedures to avoid burns and injuries.
- Hand-dusted and wiped down office furniture, fixtures and window sills to keep areas clean and comfortable.
- Maintained clean and comfortable environments in commercial buildings by vacuuming, cleaning windows and dusting.
- Removed bed sheets and towels from rooms and pre-treated stains to maintain and restore linen condition.
- Dusted picture frames and wall hangings with cloth
- Completed laundry services with special attention to care instructions for hand-washing and dry cleaning
- Waxed and polished wood floors and other woodwork

11/2010 to 11/2012 **Shift Manager**

McDonald's – City, STATE

- Trained and mentored new employees to maximize team performance.
- Supervised employees and oversaw quality compliance with company standards for food and services.
- Kept employees operating productively and working on task to meet business and customer needs.
- Coached crew members to optimize performance and motivate toward more efficient work.
- Exercised composure under pressure and in escalated customer service scenarios.
- Worked closely with team members to schedule breaks and shifts to meet state regulations.
- Cooperated with coworkers to improve customer experience and manage storefront.
- Consistently exhibited calm demeanor during periods of high volume or unusual events to keep store operating smoothly and set positive example for shift team.
- Adhered to company standards and compliance requirements for operations and cleanliness of areas.
- Advised new employees on company procedures and policies to facilitate daily tasks and responsibilities.
- Tracked receipts, employee hours and inventory movements.
- Checked building to confirm maintenance and cleaning met code and regulations.
- Managed schedules, accepted time off requests and found coverage for short shifts.
- Assisted management team in developing and creating welcoming atmosphere for crew members to voice complaints.
- Evaluated performance, adjusted strategies and maintained agile, sustainable operations.
- Recruited and interviewed candidates for management to evaluate readiness and fit for position.

EDUCATION

06/2001

High School Diploma

Twin Palms - Blythe Ca

CERTIFICATIONS

CPR Certification CNA BLS Certification

ADDITIONAL INFORMATION

- Authorized to work in the US for any employer