

# Jessica Claire

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## PROFESSIONAL SUMMARY

Hard working student looking for a career in management. Excels at coordinating and planning. Extremely results-orientated and proactive in addressing and resolving problems.

## EDUCATION

- Bachelor of Science** | Business Management  
East Carolina University, Greenville, NC
- Bachelor of Science** | Pre-Law  
The University of Alabama , Tuscaloosa, AL
- CURRENT

## WORK HISTORY

- OPERATIONS MANAGEMENT INTERN**  
Pacific Seafood | Nespelem, WA  
04/2016 to 07/2016
  - Operational modeling
  - Created histograms to track daily, weekly, and monthly production
  - Managed quality assurance programs
  - Worked on teams to solve weekly production issues
- ATTORNEY ASSISTANT**  
Avery Dennison Corporation | Quakertown, PA  
04/2014 to 11/2015
  - Managed document delivery and receiving program
  - Proofread and corrected legislation
  - Assisted in daily office operations
  - Assisted with secretarial duties
- OWNER AND OPERATOR**  
Captain's Boat Detail | City, STATE  
03/2010 to 06/2012
  - Established and maintained more than 30 business accounts
  - Researched market competitors and industry trends to identify potential market bases
  - Doubled profits from summer 2010 to summer 2011
  - Hired and trained 2 employees
  - Created new revenue streams by offering car detailing and pressuring washing
- CUSTOMER SATISFACTION REPRESENTATIVE**  
Davenport Energy | City, STATE  
04/2008 to 07/2009
  - Assisted with customer in calls to resolve technical issues
  - Filed customer satisfaction reports
  - Investigated and resolved customer inquiries and complaints
  - Defined and documented technical best practices

## ACCOMPLISHMENTS

- Over 350+ community service hours
- Trained in operations and customer satisfaction
- High school honor council chair
- Sigma Alpha Lambda honor society inductee

## SKILLS

- Microsoft Excel
  - Microsoft word
  - Effective leader
  - Staff training/development
  - Employee scheduling
  - Efficient multi-tasker
- Deadline-oriented
  - Exceptional interpersonal communication
  - Conflict resolution
  - Customer service-oriented
  - Organized

## AFFILIATIONS

- Small Business Institute
- Society for the Advancement of Management
- Sigma Alpha Lambda
- Kappa Alpha Order