
JESSICA CLAIRE

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SUMMARY

Personable Customer Service Associate dedicated to providing the highest level of customer service. Outgoing, and efficient with the capacity to multi-task. Energetic and flexible with 3.5 years of experience in retail sales. Driven with professional focused results. Reliable and friendly customer service

HIGHLIGHTS

- Store planning and design
- Organized
- Time management
- Detail-oriented
- Excellent multi-tasker
- Strong communication skills
- Flexible schedule
- Personnel training and development

ACCOMPLISHMENTS

- Routinely helped as many as 100 customers each day in a high-volume retail outlet.
- Received 15 out of 20 “exceeds expectations” ratings on performance reviews per year.
- Met monthly sales goals for 5 months straight.

EXPERIENCE

Agricultural Sales, 09/2011 - 06/2015

Farm And Fleet – City, STATE

- Answered customers’ questions and addressed problems and complaints in person and via phone.
- Helped customers select products that best fit their personal needs.
- Educated customers on product and service offerings.
- Offered exceptional customer service to differentiate and promote the company brand.
- Built customer confidence by actively listening to their concerns and giving appropriate feedback.
- Collaborated with customer service team members to give exceptional service throughout the entire shopping and purchasing experience.
- Completed floor replenishment to guarantee size availability and promote customer satisfaction.
- Balanced the needs of multiple customers simultaneously in a fast-paced retail environment.
- Built and maintained effective relationships with peers and upper management.
- Unloaded trucks, stocked shelves and carried merchandise out on the floor for customers. Informed customers about all product lines and services offered by the company.
- Marked clearance products with updated price tags.
- Communicated merchandise needs and issues to appropriate supervisors in a timely fashion.

EDUCATION

High School Diploma: Physical Therapy, 2017

Blackhawk - Moline, IL