

Jessica Claire

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Professional Summary

Punctual **Job Title** focused on fostering environment conducive to student learning. Polished in supporting classroom management and learner engagement goals. Familiar with child development and behavioral principles paired with **Number** years of experience assisting teachers in developing lesson plans and activities.

Enthusiastic **Job Title** eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of **Task** and **Task** and training in **Skill**. Motivated to learn, grow and excel in **Industry**.

Job Title with over **Number** years of successful experience in **Skill** and **Skill**. Recognized consistently for performance excellence and contributions to success in **Industry** industry. Strengths in **Skill** and **Skill** backed by training in **Area of study**.

Skills

- Customer Service
- Computer proficiency
- Maintenance & Repair
- Interpersonal Communication
- Troubleshooting
- Compassion

Work History

02/2021 to Current **Milk Testing Help**

Regency Retirement Of Jackson – Jackson, TN

Demonstrated respect, friendliness and willingness to help wherever needed.

- Worked flexible hours; night, weekend, and holiday shifts.
- Developed and implemented performance improvement strategies and plans to promote continuous improvement.
- Performed duties in accordance with all applicable standards, policies and regulatory guidelines to promote safe working environment.
- Successfully maintain clean, valid driver's license and access to reliable transportation.
- Delivered **product or service** to customer locations within specific timeframes.
- Maintained excellent attendance record, consistently arriving to work on time.
- Developed and maintained courteous and effective working relationships.
- Completed minor preventative maintenance and mechanical repairs on equipment.
- Adhered to social distancing protocols and wore mask or face shield at all times.
- Actively listened to customers' requests, confirming full understanding before addressing concerns.
- Served customers in a friendly, efficient manner following outlined steps of service.
- Maintained energy and enthusiasm in fast-paced environment.
- Developed strong sense of most efficient routes to avoid traffic and construction on local roads and highways.
- Exceeded goals through effective task prioritization and great work ethic.
- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Inspected equipment or monitored operating conditions, meters and gauges to determine load requirements and detect malfunctions.
- Recorded operational data, personnel attendance or meter and gauge readings on specified forms.
- Adhered to EPA and OSHA regulations.
- Proved successful working within tight deadlines and fast-paced atmosphere.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Worked with **type** customers to understand needs and provide excellent service.

09/2020 to Current **Caregiver**

Massage Envy – Oceanside, CA

- Kept close eye on client vital signs, administered medications and tracked behaviors to keep healthcare supervisor well-informed.
- Helped clients manage money, pay bills and shop for groceries or personal items.
- Provided safe mobility support to help patients move around personal and public spaces.
- Performed household tasks such as laundry, dusting, washing dishes and vacuuming.
- Worked to improve and enhance patient lives through effective and compassionate care.
- Offered social support by transporting individuals to events and activities, in addition to medical appointments and shopping trips.
- Monitored, tracked and conveyed important patient information to healthcare staff to help optimize treatment planning and care delivery.
- Engaged patients in meaningful conversation, socialization and activity while providing personal care assistance.
- Gathered dietary information, assisted with feeding and monitored intake to help patients achieve nutritional objectives and support wellness goals.
- Provided transportation to doctor's appointments, grocery stores, salons and barbershops.
- Kept household areas clean and well-stocked, ran errands, managed laundry and completed weekly grocery shopping.
- Determined specific needs and provided most appropriate level of services for patient well-being.
- Changed dressings, bandages and binders to maintain proper healing and sanitary measures.
- Supported clients with mental support and physical activities to accomplish quality of life and sustain needs.
- Assisted with daily activities, including dressing guidance, grooming, meal preparation and medication reminders.
- Recognized and reported abnormalities and/or changes in patients' health status to case manager.
- Built strong relationships with clients to deliver emotional support and companionship.
- Helped patients care for themselves by teaching proper, safe use of ambulation assistive devices such as canes or walkers.
- Shopped for groceries regularly in order to keep house stocked with necessities.
- Assisted clients with daily living needs, including bathing and personal grooming, to maintain self-esteem and general wellness.
- Maintained clean personal areas and prepared healthy meals to support client nutritional needs.

01/2020 to 08/2020 **Assistant Manager**

Subway – City, STATE

- Developed loyal and highly satisfied customer base through proactive management of team customer service strategies.
- Strengthened merchandising and promotional strategies to drive customer engagement and boost sales.
- Generated repeat business through exceptional customer service and responded to customer concerns with friendly and knowledgeable service.
- Increased sales revenues by promoting complementary products and educating customers about store promotions.
- Conducted weekly staff meetings to motivate staff members, address concerns and questions, plan improvements, and evaluate progress toward goals.
- Monitored security and handled incidents calmly.
- Increased sales by driving operational efficiencies and building excellent customer rapport.
- Verified inventory counts remained within monthly tolerance levels and compiled financial data in compliance with budget.
- Reviewed sales and gross profit reports to determine options for increasing market growth.
- Reduced financial discrepancies by monitoring monetary transactions, including credit card sales and deposits.
- Created organization systems for inventory control, merchandising, financial reports and schedules, dramatically increasing operational efficiency.
- Exceeded sales goals and accomplished business objectives by inspiring staff and promoting target products.
- Completed regular inventory counts to verify stock levels, address discrepancies and forecast future needs.
- Achieved recognition from senior management for contribution to store success, including managing sales, employees and operations to foster optimal performance.
- Monitored cash intake and deposit records, increasing accuracy and reducing discrepancies.
- Set and enforced policies focused on increasing team productivity and strengthening operational efficiency.
- Offered hands-on assistance to customers, assessing needs and maintaining current knowledge of consumer preferences.

06/2016 to 01/2020 **2nd Assistant Manager**

Caseys's General Stores – City, STATE

- Developed loyal and highly satisfied customer base through proactive management of team customer service strategies.
- Strengthened merchandising and promotional strategies to drive customer engagement and boost sales.
- Generated repeat business through exceptional customer service and responded to customer concerns with friendly and knowledgeable service.
- Monitored security and handled incidents calmly.
- Increased sales by driving operational efficiencies and building excellent customer rapport.
- Reduced financial discrepancies by monitoring monetary transactions, including credit card sales and deposits.
- Monitored cash intake and deposit records, increasing accuracy and reducing discrepancies.
- Conducted weekly staff meetings to motivate staff members, address concerns and questions, plan improvements, and evaluate progress toward goals.
- Verified inventory counts remained within monthly tolerance levels and compiled financial data in compliance with budget.
- Achieved recognition from senior management for contribution to store success, including managing sales, employees and operations to foster optimal performance.
- Completed regular inventory counts to verify stock levels, address discrepancies and forecast future needs.
- Mentored **Number**-member sales team in applying effective sales techniques and delivering top-notch customer service.
- Offered hands-on assistance to customers, assessing needs and maintaining current knowledge of consumer preferences.
- Set and enforced policies focused on increasing team productivity and strengthening operational efficiency.
- Increased sales revenues by promoting complementary products and educating customers about store promotions.
- Exceeded sales goals and accomplished business objectives by inspiring staff and promoting target products.

Education

06/2006

Diploma : General Studies

Decorah High School - Decorah, IA