

# Jessica Claire

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

## PROFESSIONAL SUMMARY

Accomplished Customer Experience Agent with extensive experience providing quality services in challenging environments. Establishes relationships with customers, analyzes customer needs and resolves complaints. Possesses excellent communication and problem-solving skills.

## SKILLS

- Strong customer service skills
- Ability to multi-task
- Ability to prioritize and manage time
- Effective communication skills
- Decision making and problem-solving skills
- Attention to detail and accuracy
- Time management and organizational skills
- Team oriented
- CRM

## WORK HISTORY

### CUSTOMER EXPERIENCE DESIGNER 09/2018 to CURRENT

#### Fifth Third Bank | South Chicago Heights, IL

- Generate all related paperwork and necessary information required for customer orders, check all special orders.
- Liaise directly with Sales, Operations & Transportation to ensure a smooth and positive customer experience.
- Trace orders and notify customers of any activity concerning their order.
- Maintain excellent working relationships with customers by responding to all inquiries concerning work orders, invoices, shipments, inventory counts, etc., in courteous and efficient manner.
- Report customer feedback to management including signs of customer dissatisfaction.
- Act as liaison between accounting and customer regarding invoicing and credit changes.
- Oversee all paperwork associated with orders and invoicing while maintaining corresponding files.
- Maintain current and accurate procedure manual that details processing requirements for each account.
- Answer phone calls, greet visitors and perform scheduling as required.
- Operate various types of office machines and computers necessary to perform duties.
- Effectively correspond with customers.
- Navigate through Navis for container and booking information.
- Collaborated with internal team members to resolve customer concerns and deliver enhanced customer experiences.
- Trained new customer service agents on policies and procedures to support favorable customer experiences.
- Responded to high volume of incoming calls utilizing listening and communication skills to identify customer problems, needs, and opportunities.
- Utilized telephone, online chat, and email platforms to deliver outstanding customer service.
- Enhanced industry and technical knowledge through active participation in learning and growth opportunities.
- Investigated customer complaints and escalated issues to address critical requests.
- Maintained extensive knowledge of company products to recommend items aligned with customer needs.
- Documented customer interactions in internal database to maintain customer service history details.
- Adhered to established customer satisfaction strategies to support swift issue resolution.
- Monitored customer feedback to identify areas of improvement in customer experience.
- Cooperated closely with other departments to support achievement of customer experience outcomes.
- Maintained up-to-date knowledge of product and service changes.
- Promptly responded to inquiries and requests from prospective customers.
- Managed over 50 customer calls per day customer call guidelines for service levels, handle time and productivity.
- Demonstrated creativity and resourcefulness through the development of innovative solutions.
- Excellent communication skills, both verbal and written.

### CUSTOMER SERVICE REPRESENTATIVE 12/2015 to 09/2018

#### Inovio Pharmaceuticals, Inc. | Sorrento, CA

- Organized and worked with detailed office and warehouse records, used computer to enter, access, search or retrieve data.
- Used computer for various applications, such as database management or word processing.
- Answered telephones over 50 customer calls per day and gave information to callers, took messages, or transfer calls to appropriate individuals.
- Increased efficiency and team productivity by promoting operational best practices.
- Collaborated with staff members to enhance customer service experience and exceed team goals through effective client satisfaction rates.
- Trained staff on operating procedures and company services.
- Responded to customer requests, offering excellent support and tailored recommendations to address needs.
- Sought ways to improve processes and services provided.
- Cross-trained and backed up other customer service managers.
- Created, maintained, and entered information into databases.
- Greeted visitors or callers and handled their inquiries or directed them to appropriate persons according to their needs.
- Operated office equipment, such as fax machines, copiers, or phone systems and arranged for repairs when equipment malfunctions.
- Made copies of correspondence or other printed material.
- Operated Abecas Insight to input information into computer program.
- Navigated through Navis for container and booking information.
- Provided primary customer support to internal and external customers.
- Updated account information to maintain customer records.

### CENTRAL SUPPLY COORDINATOR/CNA 01/2010 to 11/2015

#### Mecklenburg Healthcare Center | City, STATE

- Observed and documented patient status and reported patient complaints to case manager.
- Read and recorded temperature, pulse and respiration.
- Completed and submitted clinical documentation in accordance with agency guidelines.
- Prepared patient rooms prior to their arrival.
- Provided support to medical staff in resolving medical equipment problems.
- Liaised between medical staff and medical equipment vendors.
- Support duties for diagnostic and technical treatment procedures, such as setting up and operating special medical equipment and apparatus.
- Assisted with adequate nutrition and fluid intake.
- Planned, prepared and served meals and snacks according to prescribed diets.
- Directed patients in prescribed range of motion exercises and in use of braces or artificial limbs.
- Provided transportation, assistance and companionship to clients.
- Cleaned and organized patients' living quarters.
- Positioned residents for comfort and to prevent skin pressure problems.
- Assisted with transferring residents in and out of wheelchairs and adaptive equipment.
- Kept facility stocked with necessary supplies, equipment and instruments.
- Provided necessary supplies, support and assistance to medical staff and patients for unit specific procedures.
- Tended to patients with chronic illnesses.
- Assisted nurses with cleaning rectal tube, G-tube, J-tube, and regular catheter insertion
- Charted daily information on residents such as mood changes, mobility activity, eating percentages, and daily inputs and outputs.
- Recognized and reported abnormalities and/or changes in patients' health status to nursing staff
- Documented resident records on daily flow sheets
- Assisted with ADLs
- Provided patients and families with emotional support
- Exhibited compassionate care and communication with regard to issues of death and dying
- Sensitive to needs of geriatric patients.
- Administered simple range of motion exercises.
- Comforted patients and provided them with reassurance and encouragement.
- Promoted continuity of care by accurately and completely communicating to other caregivers' status of patients for which care is provided.
- Promoted personal and co-worker safety.
- Maintained clean, orderly and well-stocked environment.
- Forecasted requirements and set reorder points to maintain optimal levels.
- Directed inventory regulation processes and accounting input data processing and reviewed output records from supply systems.
- Managed accurate files and implemented new organizational systems to improve traceability.

### LEGAL ASSISTANT 07/2000 to 12/2009

#### The Law Office Of Norman Butler | City, STATE

- Scheduled appointments, court appearances, and depositions for busy law firm.
- Filed court documents and legal pleadings with court clerk on behalf of attorneys.
- Completed electronic filings, initiated billing statements, and managed firm administrative matters.
- Managed accounts and client records of clients, observing confidentiality, and extreme discretion.
- Handled office scheduling and made notes for deadlines, motions, and other important dates.
- Worked alongside attorneys, administrative assistants, and fellow legal assistants on complex cases and legal processes.
- Prepared and drafted correspondence and legal forms to maintain smooth communications.
- Monitored changes in relevant laws to stay abreast of procedures and provide legal updates to clients.
- Conducted legal research, compiled and organized evidence and identified relevant legal articles and statutes to use for legal proceedings.
- Prepared and managed attorney travel itineraries to optimize scheduling.
- Prepared for court hearings by organizing and summarizing documents, preparing exhibits and reviewing evidence.
- Organized documents to manage paper and electronic filing systems of clients.
- Coordinated with court personnel and attorneys to determine scheduling of hearings and filing documents.
- Responded to client inquiries to provide accurate legal advice and offer assistance.
- Created spreadsheets to track client progress and document billable hours.
- Assisted attorneys with reviewing and organizing witness reports.
- Contacted clients to schedule appointments and discuss progress of cases.
- Communicated pertinent information to clients via phone, email, and mail.
- Researched statutes, decisions, legal articles, and codes.
- Revised and finalized letters, briefs, and memos.
- Reviewed, edited and proofread litigation for proper grammar, spelling and punctuation.
- Produced legal documents such as briefs, pleadings and appeals.
- Attended court hearings and depositions to take notes and document proceedings.
- Developed polished motions and briefs to support litigation processes and court proceedings.
- Researched and analyzed legal issues and cases to provide accurate advice to clients.
- Conducted background investigations on defendant.
- Contacted witnesses to testify under oath at court hearings.
- Managed over 50 client calls per day to discuss their cases.

## EDUCATION

**BBA** | Business Administration Minor in Accounting 07/2017  
**Strayer University, Washington, DC**

## AFFILIATIONS

Member, Alpha Sigma Lambda Honor Society Member, the Society of Collegiate Leadership and Achievement Member, National Society of Collegiate Scholars Graduated: Cum Laude Achievements 2011 Employee of the Year