

Jessica Claire

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SUMMARY	<p>Hardworking, detail-oriented and tenacious in developing and pursuing solutions to customer concerns. Adept at balancing company objectives with customer desires. Level-headed and positive in every customer interaction.</p> <p>Self-motivated customer service team member passionate about utilizing skills to maximize customer retention. Highly accurate and efficient with strong investigation, problem-solving and critical thinking skills.</p>
SKILLS	<ul style="list-style-type: none">Educating customersCustomer servicesResolving conflictsInbound and Outbound CallingData entryPeer-to-peer coaching
EXPERIENCE	<p>CUSTOMER ADVOCATE 10/04/2 to CURRENT</p> <p>Bend Memorial Clinic New York City, NY</p> <ul style="list-style-type: none">Engaged with customers and worked to resolve product and service issues.Consulted with customers to discuss concerns and offer detailed information.Maintained thorough and detailed documentation of customer interactions and outcomes.Researched problems with benefits, accounts and services with speed and accuracy.Provided every customer with top-notch service and satisfied each client's individual needs.Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.Displayed strong telephone etiquette, effectively handling difficult calls. <p>STORE MANAGER 8/4/20 to 10/2021</p> <p>Carlie C's Iga Durham, NC</p> <ul style="list-style-type: none">Delivered excellent customer service and adhered to standard practices to maximize sales and minimize shrinkage.Processed daily paperwork, balanced register drawers, produced staffing schedules and prepared deposits.Managed inventory tracking and physical inventory counts to minimize loss.Balanced sales, reconciled cash and made bank deposits to facilitate opening and closing duties.Generated repeat business by responding to customer concerns with friendly and knowledgeable service.Strengthened work flow productivity by hiring, managing and developing top talent.Answered product questions with up-to-date knowledge of sales and promotions.Built customer confidence by actively listening to concerns and complaints and quickly resolving issues.Updated and maintained store signage and displays.Showcased and built visually appealing displays and signs to encourage customers to buy specific products.Enhanced customer satisfaction and store operations through relationship building and daily problem-solving.Trained and mentored associates to teach daily tasks and procedures.Identified operational issues and implemented appropriate process improvements to promote workplace safety and productivity. <p>PROFESSIONAL 08/2019 to 08/2020</p> <p>Caliber Schools Richmond, CA</p> <ul style="list-style-type: none">Applied positive reinforcement to redirect negative behaviors.Supplied one-on-one attention to each student during group activities.Customized small group and individual classroom activities based on differentiated learning needs.Offered students personalized educational, behavioral and emotional support.Communicated and collaborated well with educators from various grade levels.Observed students to help teachers identify potential learning blocks and opportunities for support.Handled clerical duties, managed classrooms and coordinated documents for teachers.Supported students throughout academic instruction and assignments.Assisted with implementation of student's individualized IEP at discretion and direction of teachers and administrators.Graded assignments and tests and documented results into filing systems.Assisted children at stations during small-group learning periods.Provided classroom support throughout planned instruction and individual lessons.Delivered instruction individually or in small groups with support from instructor.Monitored students' progress in skill and personal behavioral development and reported on findings to teachers and parents. <p>BAKERY MANAGER 10/2012 to 08/2020</p> <p>Sprinkles New York, NY</p> <ul style="list-style-type: none">Checked freshness of bakery goods and food in bakery, removing and disposing of stale or outdated items.Decorated cakes and pastries, baked breads, tarts and pies and created specialty desserts.Minimized cross-contamination and infection risks by consistently following safe food handling procedures.Implemented and executed merchandising programs to maintain and increase sales.Coordinating product ordering, receiving and stocking.Trained new bakery employeesResolved problems or concerns to satisfaction of involved parties.Delivered excellent customer service and adhered to standard practices to maximize sales and minimize shrinkage.Managed inventory tracking and physical inventory counts to minimize loss.Generated repeat business by responding to customer concerns with friendly and knowledgeable service.Strengthened work flow productivity by hiring, managing and developing top talent.Completed thorough opening, closing and shift change functions to maintain operational standards each day.Answered product questions with up-to-date knowledge of sales and promotions.Monitored employee performance and identified performance gaps for corrective action.Built customer confidence by actively listening to concerns and complaints and quickly resolving issues.Updated and maintained store signage and displays.Showcased and built visually appealing displays and signs to encourage customers to buy specific products.Enhanced customer satisfaction and store operations through relationship building and daily problem-solving.Identified operational issues and implemented appropriate process improvements to promote workplace safety and productivity.Prepared weekly schedules to verify proper floor coverage within fiscal guidelines. <p>EDUCATION AND TRAINING</p> <p>High School Diploma 05/1998</p> <p>Abilene High School, Abilene, KS</p>