

# JESSICA CLAIRE

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## SUMMARY

Organized and motivated employee eager to apply time management, organizational and communication skills in various environments. I'm seeking Long term employment at a company looking to expand in hopes of gaining more opportunities from within to expand skills while facilitating company growth.

## SKILLS

- Broad knowledge of local news topics
- Bilingual
- Contract negotiation
- Crew direction
- Efficient in photo and video editing programs.
- Over 12 years experience in customer service.
- Efficient at using time management programs such as "Monday.com"
- Efficient at organizing storage systems for content and or digital marketing products or projects

## EXPERIENCE

### Process Assistant, 08/2019 - 08/2021

#### Amazon.Com, Inc. – Santa Monica, CA

- Responded to advanced issues with professional and relationship-focused approach.
- Trained staff members to implement and maintain approved and established process improvements in assigned functional areas.
- Supported special projects upon request from department manager.
- Worked manufacturing shifts in various capacities to understand and experience process issues and potential improvements firsthand.
- Communicated with management, line workers, engineering and customers to understand process improvement areas and collaborate for solutions.
- Advised and assisted specific staff members to support understanding of changes and implementation of streamlined processes.
- Collaborated with technical staff, engineering personnel and vendors to coordinate system improvements.
- Audited manufacturing activity after process improvement approval to determine adherence to processes.
- Coached and trained production leads on general process concepts, lean manufacturing and how to identify potential improvements without assistance.

### Direct Sales Associate , 08/2014 - 07/2016

#### Ibi Group – Southfield, MI

- Sold products and services in field for IDT, cavalier and national grid company.
- Visited potential and current customers at personal and business locations to promote products.
- Discussed service levels with customers and potential upgrades.
- Trained staff on strategies for regularly surpassing sales goals.
- Asked open-ended questions to determine customer requirements and help identify correct products and services.
- Attracted clients, negotiated contracts and closed deals through sales strategies and personable demeanor.
- Used excellent verbal skills to engage customers in conversation and effectively determine needs and requirements.
- Provided every customer with comprehensive assistance upon entering store through merchandise selection and completion of purchases.
- Mentored new employees on customer service, money handling and organizing strategies to maximize performance, productivity and team success.
- Drove sales of company products and services by meeting with customers using strategic and organized approach.

### Security Officer, 08/2011 - 09/2015

#### Covenant Security – Houston, TX

- Guarded restricted areas to prevent unauthorized entry.
- Followed established security and safety procedures and posted orders to include enforcement of company rules, policies and regulations.
- Secured personnel and premises by inspecting buildings, patrolling property and monitoring surveillance cameras.
- Documented all security-related situations and submitted in-depth reports to superiors.
- Enforced security regulations and escorted non-compliant individuals to private areas for processing.
- Responded to alarms and disturbances to maintain safety.
- Checked footage and live feeds from surveillance cameras for trespassers and criminal activity.
- Warned persons of rule infractions or violations and evicted violators from premises.
- Inspected parking lot to verify parking permits and ticketed or towed all unauthorized vehicles.
- Monitored premises and recorded all activity in daily officer report.
- Verified integrity and accuracy of photo ID's, tickets and passports prior to authorizing passage.

## EDUCATION AND TRAINING

### High School Diploma: 06/2003

#### Paul Robeson Business And Technology - Brooklyn, NY