

# JESSICA CLAIRE

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## SUMMARY

I would describe myself as a hard working individual who is always open to learning and trying new things. I let my past experiences drive me and make me a better person and worker each and everyday.

## SKILLS

- Problem-Solving
- Conflict Resolution
- Data Documentation
- Invoice and Manifest Review
- Damage Identification and Reporting
- Records Management
- Clear Communication
- Organization and Prioritization
- Materials Movement
- Production Organization
- Warehouse Management
- Customer Relations
- Critical Thinking
- Cleaning and Sanitizing

## EXPERIENCE

### **Warehouse Technician, 06/2021 - Current**

**United Seating & Mobility – Alexandria, VA**

- Operated standard warehouse equipment, assisting with loading and unloading of deliveries.
- Performed material handling processes to improve delivery accuracy and productivity.
- Oversaw delivery, packaging and shipment accounting for material transitioning from warehouse to showroom or delivery.
- Designed warehouse solutions to meet tight deadlines.
- Prepared orders by processing requests and supply orders, pulling materials and packing boxes.
- Documented actions by completing forms, reports, logs and records.
- Verified inventory computations by comparing to physical counts of stock and investigating discrepancies or adjusting errors.
- Verified product inventory reports by comparing logs and reports and adjusting entries.
- Ordered and replenished inventory to maximize sales.
- Created spreadsheets, invoices and estimates with company SAP software to keep paperwork current and complete.
- Unpacked and examined incoming shipments to confirm consistency with records and routed materials to appropriate department.
- Worked with carrier representatives to handle shipping and delivery needs.
- Utilized [Software] to organize and maintain shipment records, supply totals and inventory data.
- Operated lift and hand trucks to transfer materials to and from target areas.
- Coordinated resolutions to independently handle damages, shortages and nonconformance.

### **Customer Service Supervisor, 02/2021 - 06/2021**

**Spectrum Brands Inc. – Bessemer, AL**

- Established positive rapport with customers, managers and customer service team members to maintain positive and successful work environment.
- Maintained knowledge of company products and services to promptly resolve complaints and concerns.
- Assisted staff with resolving complex customer issues and implementing targeted solutions.
- Investigated sensitive customer service complaints and delivered prompt resolution to customer satisfaction.
- Assessed team member performances by delivering one-on-one coaching to promote better service.
- Addressed customer inquiries to increase customer satisfaction ratings.
- Set clear expectations and helped employees pursue optimal paths for achieving each target.
- Delivered continuous training to associates to maximize performance and customer relations skills.
- Oversaw and assessed customer service staff activities to provide personnel with regular performance-related feedback.
- Mitigated escalated issues to drive customer satisfaction.
- Monitored phone calls to provide feedback and coaching.
- Made announcements over the store intercom
- Worked with Western Union to make transactions

### **Agricultural Field Worker, 06/2020 - 08/2020**

**Urban Air Adventure Park – Homewood, AL**

- Assisted with [Type] harvest by collecting, sorting and packing crops.
- Loaded and unloaded crop harvests into trucks or storage areas.
- Communicated with management to promote efficiency in daily operations.
- Harvested [Type] crops by hand to avoid damage to delicate items.
- Loaded agricultural products into trucks to transport to market.
- Set up equipment to irrigate over [Number] acres.
- Monitor field conditions to determine crop readiness and sustainability.

### **Party Host, 09/2018 - 08/2020**

**Fantasyland – City, STATE**

- Answered customers' questions about hours, seating, current wait time and other information.
- Managed guest expectations by relaying information regarding hours, wait times and specials.
- Checked dining and serving areas to verify proper cleanliness and readiness for guests.
- Planned and executed parties for large volumes of guests coordinating custom menus and preparing elaborate tables.
- Assisted serving staff by taking guest drink orders and resolving conflicts.
- Served food and beverages to guests and refilled glasses promptly.
- Began and ended events punctually by monitoring time and pacing schedule of activities.
- Interacted with guests and participated in event activities, giving next-level attention to guests of honor.
- Responded promptly and politely to guest questions and requests and de-escalated conflicts.
- Delivered clear, audible instructions for games and activities in language appropriate for age group.
- Communicated and encouraged adherence to safety rules to prevent injuries and mishaps.
- Used opportunities to upsell to guests during events, suggesting add-ons and gifts and services.
- Prevented loss of guest possessions and gifts by thoroughly checking space prior to guest exits.

## EDUCATION AND TRAINING

### **High School Diploma: 06/2020**

**Dighton-Rehoboth Regional High School - North Dighton, MA**

- Radio and Tv Broadcasting Member