

JESSICA CLAIRE

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SUMMARY

Positive, upbeat customer service representative brings more than 5+ years of customer-facing experience in fast-paced settings. Highly adaptable to addressing diverse customer needs. Proven history of building trust with customers to promote satisfaction, resolve concerns and maintain long-term loyalty. Flexible hard worker ready to learn and contribute to team success.

SKILLS

- cashier
- Inbound and Outbound Calling
- Store maintenance
- Office equipment proficiency
- Adaptive team player
- High-energy attitude
- Effective customer communication
- Customer support and assistance
- Team building
- Decision-making
- Work ethic
- Active listening
- Planning
- Critical thinking
- Leadership
- Friendly, positive attitude
- First Aid/CPR
- Multitasking
- Working collaboratively
- People person
- Microsoft Word
- Stocking and restocking
- Business ethics
- Safety-conscious
- Computer skills
- Clerical
- Organizational skills
- MS Office
- Time management
- In-store support
- Retail sales customer service
- hard worker
- Processing payments

EXPERIENCE

- 05/2017 to 01/2020 **Customer Service Representative**
Overhead Door Corporation – Portland, OR
- Educated customers on special pricing opportunities and company offerings.
 - Provided outstanding service to new and long-standing customers by attending closely to concerns and developing solutions.
 - Escalated customer concerns, store issues and inventory requirements to supervisors.
 - Remained constantly aware of customer activity to ensure safe and secure shopping environment.
 - Assessed customer needs and upsold products and services to maximize sales.
 - Answered the stores phone+ inbound calls per day and directed to individuals or departments.
 - cashier
 - Money transactions.
 - Trained new employees on procedures and policies to maximize team performance.
 - Exceeded company productivity standards on consistent basis.

EDUCATION AND TRAINING

- 05/2000 **High School Diploma**
Woodward High School - Toledo, OH