

Jessica Claire

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SUMMARY

Highly-motivated employee with desire to take on new challenges. Strong worth ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills. Dependable team member trained in register operations and customer service. Contributes to smooth front-end operations and goes beyond requirements to handle customer needs. Reliable, team-oriented, and efficiently completes assignments.

SKILLS

- Computer Literate
 - Creative and Artistic
 - Multi-Tasking Abilities
 - Analytical Skills
 - Design Strategy
 - Corporate Design
 - Creative Thinking
 - Multitasking and Organizing
 - Scope of Work Development
 - Customer Service
- Exhibits and Installations
 - Decision Making
 - Work Prioritization
 - Project Management
 - Writing and Editing
 - Engineering Blueprints
 - Content Design
 - 3D Design
 - Graphic Design

EXPERIENCE

CAR DETAILER AND WINDOW TINTER 07/2021 to CURRENT

Hill+Knowlton Strategies | Miami, FL

- Offered exceptional care and service to every client for maximum satisfaction and long-lasting tint.
- Discussed products, services and accessories with clients.
- Received and submitted payments for work.
- Installed, repaired and replaced safety glass and backglass heating elements on vehicles and equipment.
- Provided customers with accurate price quotes and offered options for various glass grades, trims and molding replacements to meet individual needs.
- Researched and ordered exact items when replacing mirrors and related parts.
- Removed broken or damaged glass windshields using hand tools and established methods.
- Obtained windshields or windows for specific automobile makes and models from stock, examining pieces for defects prior to installation.
- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Displayed strong telephone etiquette, effectively handling difficult calls.
- Assisted with customer requests and answered questions to improve satisfaction.

TRAINING SUPERVISOR 10/2022 to 01/2023

Alpine Cleaning & Restoration | North Salt Lake, UT

- Cross-trained employees to do other jobs within business, increasing job skills and productivity.
- Completed evaluations of new employees to determine strengths and customize training.
- Developed training materials, manuals, procedures and visual aids to effectively achieve organizational goals.
- Conveyed current policy, procedure and compliance information to employees.
- Identified and communicated to management regarding areas needing additional training.
- Evaluated and communicated trainee participation and performance in reports to management.
- Met with company and department leaders to gather information for new training courses.
- Conducted training needs assessments to identify individuals' current level of skill compared to required competency for position.

DESIGNER 12/2018 to 11/2022

University Of Utah Medical Group | Orem, UT

- Researched development methods to facilitate design implementation.
- Created product designs in alignment with specifications.
- Used proven methods to craft and test design solutions that addressed real customer challenges.
- Exhibited storytelling and persuasive techniques to build trust and establish relationships with teams and partners.
- Delivered designs to diverse clients on time and within budget.
- Contributed to workshops, helping others develop design knowledge and acuity.
- Applied holistic, customer-focused approaches to drive design strategy.
- Partnered across product and research teams to drive design tests that measurably improved customer experience.
- Worked with creative personnel to establish and create designs related to brand and communications.
- Identified and used scalable frameworks to tackle structural problems with design content.
- Suggested and implemented strategies and tactics to promote designs on social media.
- Worked with client via email, phone and in-person to collect information to complete designs.

CARPET CLEANING TECHNICIAN 08/2021 to 07/2022

Company Name | City, State

- Explained cleaning process to residential customers upon arrival at home and answered questions.
- Inspected carpets and upholstery before beginning and pinpointed specific cleaning needs and processes to apply.
- Submitted and explained verbal and written estimates of cleaning services costs in advance.
- Instructed customers on proper carpet and upholstery care and sold cleaning products for various surfaces.
- Maintained cleaning machines and tools and verified excellent condition before using at customer site.
- Completed average of 5 cleaning projects per day, with 100% excellent survey ratings and multiple repeat customers.
- Confirmed customer satisfaction with cleaning and overall service before leaving home or business.
- Cleaned and sanitized carpets and upholstery using steam cleaners for over 70 residential and commercial customers.
- Moved furniture to allow thorough cleaning of designated carpet surfaces and returned to position, using protective padding if needed.
- Equipped truck with applicable tools, equipment and cleaning materials before arriving at client site and verified full return to truck after cleaning.
- Performed carpet and upholstery cleaning using chemicals and shampoo periodically, building expertise to compare alternative cleaning processes.
- Used special treatments to remove stains without damaging surfaces.
- Maintained safe working environment at all times to avoid injury to workers, owners, children or pets.

CLOCK 07/2020 to 07/2021

Company Name | City, State

- Communicated with customers and employees to answer questions or explain information.
- Preserved appearance of store by arranging and replenishing displays and merchandise racks.
- Answered product questions with up-to-date knowledge of sales and store promotions.
- Accepted cash and credit card payments, issued receipts and provided change.
- Operated cash register or POS system to receive payment by cash, check and credit card.
- Collected payments and provided accurate change.
- Tracked company inventories, moved excess stock and arranged products to improve sales.
- Completed daily recovery tasks to keep areas clean and neat for maximum productivity.
- Answered customer questions and provided store information.
- Verified customer age requirement for alcohol or tobacco purchases.
- Learned roles of other departments to provide coverage and keep store operational.
- Worked closely with front-end staff to assist customers.
- Used suggestive selling techniques to promote add-on sales.
- Trained new team members in cash register operation, stock procedures and customer services.
- Processed sales transactions to prevent long customer wait times.
- Helped with purchases and signed customers up for rewards program.

EDUCATION AND TRAINING

Plumbing Technology | Plumbing And Pipefitting 08/2023

Ranken Technical College, St Louis, MO

- Completed coursework in OSHA Safety Card, Calculating Measurements and Fitting Pipes.
- Troubleshot typical plumbing issue in a Residential, Commercial, and New Construction style homes and buildings
- Learn how to properly install water heaters, water coolers, showers, sinks, and much more
- Learn Plumbing Code
- Maintain certain dress standards and attendance requirements to remain enrolled

High School Diploma 05/2022

Pattonville Sr. High School, Maryland Heights, MO