

JESSICA CLAIRE

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SKILLS

- Microsoft Dynamics CRM,
- MS Office Suite
- Salesforce
- JD Edwards System
- ICOMS/CSG
- ConnectWise
- IBM Notes
- CGI
- Quosal
- AS400
- SysPro
- iCARAS
- Oracle
- Trinet
- EDI
- Paylocity
- John Hancock

EDUCATION AND TRAINING

- QUINSIGAMOND COMMUNITY
COLLEGE, ACADEMY
Worcester, Woodstock, MA, CT •
01/2010
- Business Administration Degree*
- Woodstock Academy
Woodstock, CT • 06/2006
- High School Diploma*

CERTIFICATIONS

- HR Certificate Series
Advance HR Certificate Series

SUMMARY

Self-motivated, detail-oriented, and organized professional .
Adaptability and ability to work under pressure in a timely manner.
Provided a high level of customer service and client/employee relations based on outstanding communication and interpersonal skills.
Ability to self-manage daily work schedule and performance with limited supervision.

EXPERIENCE

- Abm - Human Resources**
Overland Park, KS • 03/2021 - Current
Paylocityined a Certificate for HR Essential Series and HR Advance Series Paylocity
- Enphase Energy - Inside Account Manager**
Columbia, SC • 04/2018 - 11/2020
- Request lead time, cost, and data to build the quote for non-priced materials or service and prepare and submit quotes to customer
 - Prepares, enters and follows-up orders to ensure good customer relations by meeting specified delivery dates
 - Follow up on Quotes (RFQs) and convert to orders (CO)
 - Receives reviews and acknowledges customer purchase orders, utilizing Oracle/EDI where applicable
 - Reviews all orders terms and conditions submitted by customers in depth to protect the business interest of the Company
 - Supports Returned Material Authorization (RMA) process
 - Respond to customers via phone and email within the same business day of receiving their communication, i.e., request for quote, customer order, status of order, change request, etc
 - A matrix should be setup to be able to measure these expected performances and provide management with corrective action plan when not met
 - Constantly monitor the backlog and pro-actively inform customers, with phone calls or email, of recovery plan if promise date should not be met
 - Supports Accounts Receivables (AR) by being pro-active and taking the lead in resolving open issues that may contribute to no/slow payment
 - Work with sales and accounting to establish credit limits for new and slow/no paying customers
 - Prepare established or special customer status reports to management and sales team for assigned customers.
- Society Insurance - Policy Services Representative, II**
Fond Du Lac, WI • 08/2014 - 04/2018
MassMEP
- Understanding of practices and procedures within the Massachusetts Auto Policy
 - Apply clear defined guidelines and procedures in making timely decisions given the necessary information
 - Work as an individual and meet strict deadlines in a timely manner
 - Knowledge to help solve routine problems requiring independent thinking with minimal direction
 - Screening, coding and input of all new business, renewal, endorsement and cancellation transactions within the department
 - Basic analysis is performed to assure the insurance system entry requirements are met and to identify and resolve any on-line error conditions
 - Maintain department standards for the position relative to processing speed and accuracy
 - Analyze and resolve individual and system generated errors resulting from input, whether the errors/ issues result from internal systems, processing with external vendors or Registry system
 - Report daily to the senior management team on daily productivity of the department
 - Department lead on updating and writing procedures that is to be used companywide for training purposes within the department.
- Claims Representative, I**
- Assure 24 contact on new losses and issuance of all applicable forms within the designated time standards.
 - Practice empathy and professionalism in all dealings with customers, recognize individual situations and promptly respond to their needs.
 - Conduct thorough and prompt investigations of accidents and make timely coverage and liability determinations. Refer files to appropriate departments as warranted.
 - Assure the oral and written communication are timely, clear, concise, and empathetic.
 - Demonstrate proficiency in the use of Claim operational systems including AS400, Lotus Notes, and eClaimworks.
- IMPERIAL DISTRIBUTORS - Customer Support Representative/ Field Service Representative**
City, STATE • 02/2010 - 08/2014
- Provide support to customers, outside sales representatives, and team members
 - Demonstrate efficient use of JD Edwards system and prioritize all work to accomplish tasks
 - Maintained a professional demeanor while communicating via email and phone
 - Demonstrated extensive knowledge of all products to better provide customer support
 - Knowing transportation schedule to better maintain delivery expectations
 - Shipping- Invoice Clerk when needed
 - Field Service Representative for Market Basket for last six months