

Jessica Claire

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WEBSITE, PORTFOLIO, PROFILES

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PROFESSIONAL SUMMARY

Customer Service Representative bringing top-notch skills in oral and written communication, active listening and analytical problem-solving skills. Enhances customer experiences by employing service-oriented behaviors, understanding customer desires, and providing customized solutions to build loyalty. Professional Aviation Ordnanceman boasting 7-year career assisting in flight preparation by performing upload and downloading of ordinance. Excellent active listener with outstanding time management and organizational skills. In-depth knowledge of various weapons and ammunition. Adept at performing duties with deployed squadrons, static bases and in training situations.

ACCOMPLISHMENTS

SKILLS

- Service Quality
- Customer Feedback
- Training Procedures
- Employee Relationships
- Compliance Regulations
- Customer Satisfaction
- Issue Resolution
- Training Exercises
- Shift Work
- Courteous with Strong Service Mindset
- Data Entry and Maintenance
- Understanding Customer Needs

WORK HISTORY

AVIATION ORDNANCEMAN 09/2015 to 12/2022

Giant Eagle, Inc. | Hilliard, OH Virginia Beach, VA

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Answered constant flow of customer calls with minimal wait times.
- Responded to customer requests for products, services and company information.
- Provided primary customer support to internal and external customers.
- Recommended products to customers, thoroughly explaining details.
- Assisted customers with setting appointments, special order requests, and arranging merchandise pick-up.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Adhered to company policies and scripts to consistently achieve call-time and quality standards.
- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
- Promptly responded to inquiries and requests from prospective customers.
- Managed timely and effective replacement of damaged or missing products.
- Trained staff on operating procedures and company services.
- Facilitated inter-departmental communication to effectively provide customer support.

STORE CLERK 01/2014 to 09/2015

Firehouse Subs | Centreville, VA Great Barrington, MA

- Assisted customer by locating items, processing payments and carrying out heavy purchases.
- Replenished sales floor merchandise and organized shelves, racks and bins for optimal appearance.
- Alternated goods in inventory by observing first-in and first-out approach to keep shelves organized and properly stocked.
- Performed inventory control, such as counting and stocking merchandise.
- Answered questions about store policies and addressed customer concerns.
- Promoted customer loyalty and consistent sales by delivering friendly service and knowledgeable assistance.
- Managed pricing issues, removal of damaged products and placing special orders for customers.
- Maintained customer satisfaction with quick and professional handling of product returns.
- Resolved complaints by providing knowledgeable, quick service to meet any need and promote loyalty.

CUSTOMER SERVICE ASSOCIATE 02/2012 to 12/2013

Guidos | City, STATE Great Barrington, MA

- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Informed customers about special promotions and provided detailed information for various products.
- Developed and actualized customer service initiatives to decrease wait times.
- Improved customer satisfaction ratings by addressing issues and fostering timely resolution.
- Maintained clean personal appearance, modeled store's outfits when working clothing department settings and wore uniforms per company policy.
- Developed community reputation through commitment to customer satisfaction and strong client relationships.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Responded to customer requests for products, services and company information.
- Assisted customers with setting appointments, special order requests, and arranging merchandise pick-up.
- Communicated with vendors regarding backorder availability, future inventory and special orders.
- Welcomed, greeted and assisted guests in high-traffic store, generating \$92,745 of dollars in business

EDUCATION

High School Diploma 05/2013
Monument Mt Regional High School, Great Barrington, MA