

# JESSICA CLAIRE

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## SKILLS

- QuickBooks
- General ledger entries
- Accounts payable
- Accounting and bookkeeping
- Customer relations
- Account reconciliation
- Team development
- Community outreach
- Volunteer engagement
- Training oversight
- File and Records Management
- Time management
- Volunteer evaluations
- Volunteer needs assessments
- Volunteer scheduling
- Grant writing
- Effective customer communication
- Customer support and assistance
- Cash register operation
- Merchandise restocking
- POS systems
- Payment processing
- ID verification
- Issue resolution
- Liquor regulations and compliance
- Knowledge of wine and spirits
- Customer assistance
- Cash drawer balancing
- Credit and cash transactions
- Staff mentoring
- Event coordination
- Scheduling and calendar management
- File and data retrieval systems
- Training and coaching
- Microsoft Office
- Data entry
- Invoicing and billing
- Event planning and execution
- Internet and E-mail Marketing
- PPE use
- Analytical
- Flexible

## EDUCATION AND TRAINING

**North Central Texas College**  
Bowie, TX • 05/2007  
*Associate of Science:* Business Administration And Management  
• Dean's List 2006-2007

**Western Governors University**  
Salt Lake City, UT  
*Bachelor of Science:* Business Education  
• Completed Two Semesters

## CERTIFICATIONS

- Nocona Elementary School :Mentor/Mentee Program Award 2014/2015
- Licensed American Association of Notaries - Est 2015

## SUMMARY

Communicative relater and team-oriented individual with strong adaptability to people, and a variety of situation and work environments. Experienced in building or redeveloping Policy and Procedures. Exceptional verbal and written communication skills and project management abilities.

## EXPERIENCE

**Alliance Aviation Services Limited - Accountant**  
Atlanta, GA • 05/2017 - 08/2017

- Reconciliation of expenditures of \$ 512 million annual budget.
- Investigated and resolved discrepancies in monthly bank accounts.
- Prepared and reviewed financial statements, resolving discrepancies after careful analysis.
- Assisted with quarterly financial documents.

**Sonoco Products Co, - Call Center Customer Service Specialist**  
Portland, IN • 10/2016 - 01/2017

- Boosted productivity by maintaining strong call control and quickly working through scripts to address diverse problems.
- Pursued opportunities to advance client relations skills and further enhance customer satisfaction in every interaction.
- Resolved average of 80 inquiries per week to consistently meet performance benchmarks, including speed, accuracy and volume.
- Met or exceeded call speed, accuracy and volume benchmarks on consistent basis.
- Shared detailed information regarding the diverse company offered pest control options to help customers make decisions.
- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Documented conversations with customers to track requests, problems and solutions.
- Assisted 250+ callers per week in fast-paced environment.
- Evaluated customer account information to assess current issues and determine potential solutions.
- Consulted with customers to determine best methods to resolve service and billing issues.
- Corresponded with Technician department team members to build and implement successful solutions to customer problems.

**Kroger - Cashier/Overnight Crew Member**  
City, STATE • 07/2016 - 01/2017

- Assisted customers based on currently available product, promotional and policy information.
- Reviewed current planograms and end cap placements to properly merchandise items.
- Prepared products for sales floor by adding tags and readying pallets or restocking.
- Updated signage to reflect current prices and help promote target merchandise.
- Helped customers complete purchases, including processing payments and bagging items.
- Removed product from boxes and placed on shelves according to merchandising guidelines.
- Observed strict safety measures while stocking shelves to prevent falls and mishaps.

**Progressive Communicationsinc - Office Administrative Assistant**  
City, STATE • 07/2015 - 01/2016

- Sorted and distributed business correspondence to correct department or staff member, reducing dropped communications and enabling faster responses to key requests.
- Conducted research using various media sources to obtain relevant data for staff requirements.
- Answered phones to direct callers, schedule appointments and provide general office information.
- Set up and maintained physical and electronic filing systems to maintain organizational efficiency.
- Prepared packages for shipment by generating invoices and setting up courier deliveries.
- Organized conference room space and materials for internal and customer meetings, took notes and distributed meeting minutes to support executive needs.
- Oversaw office inventory by restocking supplies and submitting purchase orders.
- Maintained office safety by screening visitors, updating logs and issuing temporary passes.
- Obtained scanned records and uploaded to database.
- Responsible for researching state, and other applicable laws in 15+ states and locations while keeping concise records required for our company to obtain titles and/or permits to operate at all times.
- Managed office duties, including ordering materials, organizing workspaces, answering emails and making phone calls.

## ACTIVITIES AND HONORS

PTO President- Nocona Elementary School, Nocona ISD 2013-2015