

JESSICA CLAIRE

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SKILLS

- Detail-oriented
- Critical thinking
- Flexible & Adaptable
- Customer Service
- Multitasking abilities
- Conflict resolution
- Teambuilding
- Training & Development
- Credit card processing
- Customer assistance
- Refunds and exchanges
- Product upselling
- Cash register operations
- Cash Drawer Management
- Stocking and Replenishing
- Payment collection
- Product and Service Sales
- Retail Merchandising
- Currency Sorting
- Friendly demeanor
- Loss prevention
- Price changes
- Receipt and refund issuance
- Order Picking Skills
- Scheduling
- Inventory Control
- Materials Packing
- Cleaning
- Sorting
- Packaging
- Product Inspection
- Team Building
- Meal Planning and Preparation
- First Aid and Safety
- Patient care
- Lifting 50 pounds

EDUCATION

Prattville High School
Prattville, AL • 05/2015

High School Diploma

- The school was a school of Technology, which I had got my certificate in Cosmetology and passed my state testing for it.

PROFESSIONAL SUMMARY

Caring and skilled worker passionate about positively impacting programs and helping participants by providing expert support. Familiar with Customer Service and always looking for ways to improve operations and personalize assistance. Well-organized and resourceful with detail-oriented and conscientious approach. Helps interested individuals complete paperwork and sign up for services. Highly supportive and compassionate to those in need of extra assistance.

WORK HISTORY

Wal-Mart - Checkout Advocate Temple, TX • 02/2020 - 12/2020

- Worked effectively with fellow team members to coordinate effective solutions to any question or concern.
- Created professional and error-free business correspondence to communicate with prospective and currently enrolled participants.
- Onboarded and monitored program participants and guided each through entry-level stages.
- Mentored and trained new staff to build highly-productive group of cashiers.
- Assigned daily job tasks and workloads to six team members.
- Evaluated team by reviewing customer feedback and key performance indicators.
- Responsible of cash office during each shift
- Resolved problems using tact and diplomacy by calmly communicating directly with customers or employees.
- Created and enforced new procedures, resulting in improved customer service and problem resolution.
- Processed POS transactions, including checks, cash and credit purchases or refunds.
- Reviewed and resolved differences between accounting information and cash drawer.
- Helped customers complete purchases, locate items and join reward programs to promote loyalty, satisfaction and sales numbers.
- Restocked, arranged and organized merchandise in front lanes to drive product sales.
- Mentored new team members on POS system operation, customer service strategies and sales goals.
- Assisted customers by answering questions and fulfilling requests.
- Replenished sales floor merchandise and organized shelves, racks and bins for optimal appearance.
- Promoted customer loyalty and consistent sales by delivering friendly service and knowledgeable assistance.
- Assisted customers with special services, account updates and promotional options.
- Met and exceeded upsell goals by highlighting target merchandise with strategic promotional approaches.
- Checked prices for customers and processed items sold by scanning barcodes.

Aimbridge Hospitality - Fulfillment Associate Rogers, AR • 02/2020 - 12/2020

- Received and reviewed new orders, located requested merchandise and promptly initiated processing.
- Unloaded incoming trucks and properly staged inventory for processing.
- Prepared and organized envelopes, packages, containers and pallets with correct merchandise counts.
- Maintained compliance with company safety policies and called violations to attention of management.
- Cross-trained new associates on essential job functions and procedures, including picking and filling orders for all warehouse products.
- Operated frequency scanners to track shipment progression and input data into shipping system.
- Followed procedures at all times for personal and team safety.
- Collaborated effectively with coworkers on initiatives focused on achieving measurable improvements in production quality and workflow.
- Transported merchandise to sales floor and replenished out-of-stock and low-stock items.
- Stocked shelves, racks, and cases with new or transferred merchandise.
- Stocked shelves to match planogram images and instructions.
- Updated pricing by changing labels and signage for short-term promotions and final clearances.

Caring Professional Home Health - Caregiver City, STATE • 05/2019 - 05/2020

- Monitored, tracked and conveyed important patient information to healthcare staff to help optimize treatment planning and care delivery.
- Helped family members plan healthy meals, purchase ingredients and cook meals to provide adequate nutrition for client wellbeing.
- Kept household areas clean and well-stocked, ran errands, managed laundry and completed weekly grocery shopping.
- Assisted clients with daily living needs, including bathing and personal grooming, to maintain self-esteem and general wellness.
- Maintained clean personal areas and prepared healthy meals to support client nutritional needs.
- Provided safe mobility support to help patients move around personal and public spaces.
- Worked to improve and enhance patient lives through effective and compassionate care.
- Helped clients manage money, pay bills and shop for groceries or personal items.
- Kept close eye on client vital signs, administered medications and tracked behaviors to keep healthcare supervisor well-informed.
- Shopped for groceries regularly in order to keep house stocked with necessities.
- Performed household tasks such as laundry, dusting, washing dishes and vacuuming.
- Reported and recorded observations and results of treatments, tests, procedures and specimens to facilitate care plan.