

Jessica Claire

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Professional Summary

Highly enthusiastic customer service professional with a magnetic personality. Responsible team member with experience in office management and record keeping. Solid team player with an upbeat, positive attitude. Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success.

Skills

- Cash counting
- Complaint resolution
- International sales support
- Creative problem solving
- Administrative support
- Staff education and training
- Professional telephone demeanor
- Money handling abilities
- Relationship building and management
- Sales expertise
- Service standard compliance
- Good listening skills
- POS systems expert
- Key holder experience
- Stock management
- Account management

Work History

Pastor of Worship & Arts, 04/2018 to Current

Brewer Science – Springfield, MO

- Played instruments such as organ/piano during worship services and special events, including weddings and funerals.
- Selected soloists from church choir to perform solo parts during choral performances.
- Interviewed and hired musicians or vocalists for special events.
- Organized and led weekly rehearsals for church choir.
- Recruited church members to boost participation in music programs.
- Determined worship service music selections to match sermon tone, biblical stories and readings.
- Led congregation and church choir in song during

worship services.

- Played the organ/piano to accompany praise teams.

- Chose and prepared pieces for holidays and special

event performances at Rhema.

- Carried out church mission by planning and leading worship services, writing sermons and working with church leaders.

- Chose suitable music for various vocal types and organized rehearsals to ensure performer's readiness.
- Led special musical events including concerts, musical dramas, Vacation Bible School and seasonal services.
- Consulted with pastor regarding hymns, anthems and special music presentations.
- Used computers and synthesizers to compose, orchestrate and arrange music.
- Guided musicians during rehearsals, performances, and recording sessions.

Drivers License Examiner, 12/2017 to 02/2020

Fujifilm Diosynth Biotechnologies – Holly Springs, NC

- Performing and Supervising titling and registering vehicles, licensing, and monitoring of drivers, issuing identification cards • Enforcing insurance and vehicle emissions laws

- Investigating for non-compliance with motor vehicle laws and regulations and other customer support functions.

- Counseling and disciplining employees

- Training and Coaching employees

- Diffusing/resolving volatile customer situations

- Scheduling and staffing

- Evaluating and improving processes and managing public traffic flowIdeal candidates should possess:

- Strong operational and leadership background, preferably in a regulated environment

- Demonstrated leadership skills

- Experience managing multiple divisions

- Strong analytical and problem-solving skills

- Strong team leadership, employee development and managerial skills

- Excellent interpersonal and communications skills

- Strong organization and resource allocation skills

- Strong customer service background

Sales Specialist, 11/2015 to 08/2016

Apple – City, STATE

- Greeted customers entering the store to ascertain what each customer needed.
- Described product to customers and accurately explained details and care of merchandise.
- Politely assisted customers in person and via telephone.
- Provided an elevated customer experience to generate a loyal clientele.
- Recommended, selected and helped locate and obtain out-of-stock product based on customer requests.
- Answered product questions with up-to-date knowledge of sales and store promotions.
- Managed wide variety of customer service and administrative task to resolve customer issues quickly and efficiently.
- Maintained cleanliness and presentation of stock room and production floor.
- Recipient of multiple positive reviews acknowledging dedication to excellent customer service.
- Learned, reference and applied product knowledge information.
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.

Marketing Support Specialist, 11/2013 to 04/2014

Armed Forces Benefit Association – City, STATE

- Created documentation outlining research findings for use by project managers, customers and other marketing staff to make accurate decisions about future plans.
- Identified appropriate marketing channels and target customers for campaigns.
- Developed and updated spreadsheets and databases to track, analyze and report on performance and sales data.
- Coached new employees on administrative procedures, company policies and performance standards.
- Managed office inventory by restocking supplies and placing purchase orders to maintain adequate stock levels.
- Supported efficient meetings by organizing spaces and materials, documenting discussions and distributing meeting notes.
- Created PowerPoint presentations for business development purposes.
- Composed internal memos and external correspondence for senior management and reviewed all documentation to eliminate errors.
- Drafted professional memos, letters and marketing copy to support business objectives and growth.

Education

High School Diploma: 06/2010

Dr. Henry A. Wise Jr. High School - Upper Marlboro, MD

No Degree: Liberal Arts And General Studies

Garrett College - Mchenry, MD

Criminal Justice

College of Southern Maryland - La Plata, MD