

JESSICA CLAIRE

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SUMMARY

Dedicated Consultant bringing dynamic skills in client oversight, issue resolution and presentation. Successful juggling multiple tasks and projects simultaneously. Excellent business knowledge within technology driven companies, and highlight professionalism with comprehensive experience leading and improving industry operations. Uniquely qualified to navigate rigors of latest standards, specifications and protocols for organizational and regulatory needs fulfillment. Genuinely dedicated to making real-world contributions by multi-tasking, managing projects and prioritizing customer needs.

SKILLS

- MS Office
- Consultation
- Problem-Solving
- Client Engagement
- Subject Matter Expert
- Reports and Documentation
- Analytical Thinking
- Forecasting and Reporting
- Client Requirements Assessment
- Goal Setting
- Attention to Detail
- Issue Resolution
- Customer Relationship Management
- Research and Development
- Strategic Planning

EXPERIENCE

Consultant, 05/2017 - 08/2022

Livingston International – New Orleans, LA

- Delivered consulting services and assisted client's achieve their academic and migration goals.
- Defined and framed complex issues and developed processes to support decision making within the team and client.
- Developed client proposals outlining project structure, approach and work plan.
- Interacted with subject matter experts to bring highest level of expertise and service to engagement.
- Formulated implementation plans, evaluating effectiveness of actions and programs.
- Designed survey questionnaires to gather high-quality data and insights.
- Collaborated with stakeholders to contribute recommendations and deliver client objectives.
- Offered presales consultations via telephone and face-to-face meetings, supporting sales and marketing teams.
- Conducted formal presentations to inform senior-level audiences.
- Researched key business issues, collecting and analyzing quantitative and qualitative data.
- Translated needs, issues and ideas into effective strategies and action plans.
- Presented at conferences and briefings, educating prospective clients about services.
- Collaborated across organization to meet needs of client or research.
- Mastered processes and focused on continuous innovation to provide world-class service to clients.
- Kept client's information confidential and handled details accurately.
- Evaluated internal systems and prepared training initiatives to mitigate ongoing problems.

Customer Service Associate - Technology, 08/2016 - 04/2017

Akqa – New York, NY

- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Supported customer service goals and enhanced relations through friendly, knowledgeable and positive communication.
- Educated customers on special pricing opportunities and company offerings.
- Documented customer correspondence in CRM to track requests, problems and solutions.
- Met and exceeded productivity targets by handling every interaction with top-notch customer service.
- Upheld quality control policies and procedures to increase customer satisfaction.
- Addressed inquiries, resolved customer issues and managed customer relations.
- Provided outstanding service to new and long-standing customers by attending closely to concerns and developing solutions.
- Processed documentation and troubleshoot discrepancies to build client rapport.
- Troubleshoot shortages and overages to support quality control efforts.
- Organized and prioritized tasks and activities and worked within strict timeframes and deadlines.
- Followed policies and procedures to meet or exceed established performance requirements.
- Maintained customer privacy and protected company operations by keeping information private and confidential.
- Promoted brand and marketing campaigns to create interest with customer.
- Handled large amounts of cash and balanced cash drawer daily within prescribed balancing guidelines.
- Partnered with internal teams to uncover customer needs and cross-sell opportunities.
- Used collateral material and documents to share information about services, products and promotions.
- Multitasked trouble shooting and handling customer's queries through telephone and face to face.

Project Management Intern, 03/2016 - 06/2016

Intersective, NSW Global Scope – City, STATE

- Assisted with planning by helping document, develop and refine concepts to align strategies with stated project objectives to NSW Study, Department of Premier and Cabinet
- Progressively operated cloud based software Practera to track project efficiency and performance.
- Assisted with planning by helping document, develop and refine concepts to align strategies with stated project objectives.
- Extensively undertook in-depth research on NSW government departments and agencies, national and international WIL programs, and mentor programs.
- Professionally liaised with supervisor, mentor and government professionals for research information to actively lead the meeting in Intersective's board room every week.
- Accurately noted down minutes and created agenda during meeting for the following week.
- Proposed, reviewed and approved modifications to project plans.
- Conferred with project personnel to identify and resolve problems.
- Delivered the research outcome and solution to NSW department of Premier and Cabinets through presentation as a team leader.

EDUCATION AND TRAINING

Professional Year Program: Information Technology, 06/2016

Performance Education - Sydney

Achieved Student of the Month Award

Bachelors Degree: Information Technology, 06/2015

CHARLES STUART UNIVERSITY - Sydney

Received "Academic Achievement Award" for outstanding academics

ASSOCIATE DEGREE: Liberal Arts And General Studies, 12/2011

QUINCY COLLEGE - Boston, MA

HIGH SCHOOL DIPLOMA: 01/2005

VIDYA DEVI JINDAL SCHOOL - HISAR

Presented the position of "Activities Prefect" for the year 2004 and 2005

LANGUAGES

English:

Nepali:

Negotiated:

Negotiated:

Hindi:

Negotiated: