

JESSICA CLAIRE

Montgomery Street, San Francisco, CA 94105
(555) 432-1000 - resumesample@example.com

PROFESSIONAL SUMMARY

Dedicated Customer Service Representative who provides exceptional customer service through active listening and problem solving. Hands-on Customer Service Manager effective in motivating others to reach their optimum potential.

SKILLS

- Strong customer relations
- Customer-oriented
- Completed telephone training seminar
- Customer service award
- Multi-line phone operation proficiency
- Skilled in call center operations
- Strong client relations
- Proficient in cash management
- MS Windows proficient
- Credit card processing
- Multi-line phone talent
- Medical terminology knowledge

WORK HISTORY

09/2013 to Current **Banking**

Mohawk Industries – Usa West Columbia Sc Ssc #216, SC

- Assessed clients' financial situations to develop strategic financial planning solutions.
- Collaborated with the compliance department to eliminate procedural errors and margin breaks.

09/2007 to 09/2013 **Customer service rep**

Five Points Healthcare – Jacksonville, FL

- Resolved service, pricing and technical problems for customers by asking clear and specific questions.
- Managed high call volume with tact and professionalism.
- Met or exceeded service and quality standards every review period.
- Identified chronic customer issues by creating and maintaining customer complaint log.
- Accurately documented, researched and resolved customer service issues.

06/2005 to 08/2007 **Cna**

Woodley Manor – City, STATE

- Assessed patients and documented their medical histories.
- Experience with various medical conditions including Parkinson's, Dementia, Diabetes, Cancer, Alzheimer's and Paget's disease.
- Collected blood, tissue and other laboratory specimens and prepared them for lab testing.
- Performed monthly inventory and maintained office and medical supply counts.

EDUCATION

2005

Certificate: Medcial

Easter seal of montgomery - East south blvd. Montgomery, al 36116