

# Jessica Claire

📍 100 Montgomery St. 10th Floor    📞 (555) 432-1000    ✉️ resumesample@example.com

## PROFESSIONAL SUMMARY

Versatile, dependable and efficient individual with over twenty years experience working within the customer service, retail/B2B industry. Diversified skills include administrative support, client relations, product database maintenance and beginning marketing skills. Desiring to work with a growing organization offering long term career and growth potential.

## SKILLS

- Management & Training
- Sales & Invoicing
- Accounts Receivable
- Customer Service
- Inventory
- Advertising
- Data entry
- Database Management
- Dispatching
- Computer skills
- Flexible & Adaptable
- Marketing
- Social Media
- Product Sales & Marketing

## WORK HISTORY

### DATABASE ADMINISTRATOR & MARKETING 03/2018 to CURRENT

#### Care Atc Inc | Denison, TX

- Create & schedule marketing campaign ideas.
- Monitor customer preferences and sales to determine focus of interest of product and potential future sales.
- Consult with department heads to plan advertising, secure information on product, determine and evaluate pricing and discount rates.
- Create & maintain product pages, collections/categories and main landing pages.
- Operate multiple web based applications to run two separate websites and two separate Amazon stores. Experience specifically with Magento, Shopify, BigCommerce and Amazon SellerCentral.
- Experience with media and marketing programs Mailchimp, Klaviyo, Amazon and Facebook Business.
- Performed ongoing keyword discovery, expansion and optimization to increase organic search footprint and drive relevant site traffic.
- Contributed to mock-ups, email campaigns and social media content.
- Created unique and engaging content for range of social media platforms including Pinterest, FaceBook and Instagram.
- Adjusted ads to better align with desired consumer audiences and improve conversion rates.

### MESSAGE THERAPIST 11/2018 to CURRENT

#### Ge Appliances | Norfolk, VA

- I practice Swedish, Hot Stones and Craniosacral Therapy modalities.
- Booked appointments, answered phones, greeted clients, handled payments and created client service tickets for salon.
- Maintained inventory of all care products and made sure equipment and selling areas were fully stocked and organized.
- Spoke with clients regarding health history, expectations, services and procedures.
- Provided safe, effective and appropriate massage therapy techniques with professionalism and enthusiastic attitude to maintain 100% customer satisfaction rates.
- Advised clients on lifestyle changes to improve alignment, posture and gait for better long-term wellness.
- Assessed clients carefully to determine massage needs and potential problems due to individual physical conditions.
- Offered friendly and efficient service to all customers, handled challenging situations with ease.
- Adhered to social distancing protocols and wore mask or face shield at all times.

### DATA PROCESSING MANAGER & ACCOUNTS RECEIVABLE COORDINATOR 04/2008 to 03/2018

#### Cultural Intrigue & Luna Bazaar | City, STATE

- Organization of website data to adequately sell product.
- Analysis of figures to help determine sales or promotions.
- Consult with department heads to plan advertising, secure information on product, determine and evaluate price schedules and discount rates, create new product pages and discuss ways to improve work flow.
- Represent company at trade association events to promote products.
- Operate computers programmed with accounting software to record, and store information.
- Perform financial calculations such as amounts due, interest charges, balances, discounts and credits.
- Monitor accounts, issue invoices, account statements and other financial statements according to established procedures.
- Reconcile or note and report discrepancies found upon evaluation.
- Establish accounts with collections based on findings.
- Receive, prepare, record and bank cash, checks and money orders from customers, vendors or other business related services.
- Perform general office duties such as filing, answering telephones and routine correspondence.

### HRIS REPRESENTATIVE 01/2006 to 04/2008

#### Dollar General | City, STATE

- Answer email correspondence directed to the HRIS department.
- Answered hundreds of calls per day to assist managers from stores across the country.
- Performed administrative and customer service functions by responding to employee inquiries, addressing employee relations issues and referring to the correct department.
- Organized, sorted and checked hire and termination input data against original documents.
- Entered client information into databases quickly and with minimal errors.

## EDUCATION

#### No Degree | Life Coaching

#### New Skills Academy, Online

Online Certification to be a Life Coach

#### Certification | Massage Therapy

08/2018

#### The Massage School , Easthampton, MA

#### Bachelor of Arts | Music Education

05/2004

#### Johnson State College, Johnson, VT