

# JESSICA CLAIRE

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 (555) 432-1000

 100 Montgomery St. 10th Floor

## SKILLS

- Floral and plant knowledge
- Large order fulfillment
- Special occasion decorative pieces
- Floral shop assistance
- Credit card processing
- Refund handling
- Drawer management
- Payment collection
- Financial shortage analysis
- Cash register operations
- Payment processing
- Currency counting
- Cash handling
- Multi-tasking ability
- Check cashing
- Cash register systems
- Basic math skills
- Cash balancing
- Cash report creation
- Cash drawer management
- Stocking and Replenishing

## EDUCATION

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Moew

GED

## PROFESSIONAL SUMMARY

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## WORK HISTORY

### **Especially Yours Flowers - Floral Designer/Customer Service Representative**

*City, STATE • 08/2013 - Current*

- Collaborated closely with customers to create unique designs for bouquets, wreaths and gifts
- Consulted with clientele to discuss special occasion floral designs for weddings, funerals and other events
- Prepared various floral arrangements, including potted plants and bouquets based on customer requirements
- Quoted, generated, and processed customer orders to meet specifications and various occasions
- Transported and set up floral arrangements for large-scale functions, comprising weddings, funerals and banquets
- Resolved client concerns quickly and professionally
- Answered customer telephone calls promptly to avoid on-hold wait times
- Cultivated customer loyalty, promoted repeat customers and improved sales
- Resolved customer complaints and maintained clean and tidy checkout area
- Handled approximately numerous daily credit and cash transactions for customers with accuracy and speed
- Maintained reports of transactions and greeted customers when entering and leaving establishment
- Counted money in drawers at beginning and end of each shift to ensure amounts were correct

### **Holiday Inn - Breakfast Hostess**

*City, STATE • 06/2008 - 09/2008*

- Prepared selection of coffees, fresh juices and other beverages for guest enjoyment
- Replenished hot and cold food table and stocked beverage dispensers, plates and utensils, and ice supply
- Followed company cleaning and sanitation guidelines to comply with health department regulations
- Greeted guests and seated promptly, providing special accommodation for handicapped diners and small children
- Improved guest comfort and satisfaction through personalized service and support
- Greeted new customers, discussed specials, took drink orders and built immediate positive connections with guests

### **Notre Dame Catholic School - Teacher Assistant/Librarian Assistant**

*City, STATE • 08/2007 - 05/2008*

- Supported student learning objectives through personalized and small group assistance to support classroom instruction
- Organized classroom materials to help teachers prepare for daily instruction and activities
- Partnered with teacher to plan and implement lessons following school's curriculum, goals, objectives and philosophies
- Used behavior modeling and specialized teaching techniques to share and reinforce social skills
- Organized and maintained detailed records for the office on equipment use, materials logs and circulation activities
- Maintained and updated patron records in library system database
- Assisted patrons with library equipment operation or rentals, including photocopiers, and audio/visual equipment
- Monitored patrons to enforce adherence to library policies for material management and behavior
- Checked in, checked out and renewed library materials

### **Sid Peterson Memorial Hospital - Certified Nursing Assistant/Receptionist**

*City, STATE • 06/2000 - 06/2002*

- Conferred with multidisciplinary healthcare team to help effectively manage patient conditions with regular testing and vitals assessments
- Assisted patients with mobility needs, including moving to and from beds, organizing wheelchairs and preparing assertive devices
- Obtained client medical history, including medication information, symptoms and allergies
- Complied with all company-specific guidelines and performed hands-on nursing care to patients under RN supervision
- Delivered individualized patient care by recording vital signs, documenting observations, administering treatments and evaluating patient needs
- Assisted internal staff with clerical and administrative needs to maximize efficiency and team productivity
- Operated multi-line telephone system to independently handle over numerous calls each day
- Answered inquiries and resolved or escalated issues to management personnel to ensure client satisfaction
- Collected and distributed messages to team members and managers to support open communication and high customer service
- Provided clerical support to patients by copying, faxing and filing documents
- Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance
- Used mobility devices and certain equipment to carefully transport patients