

# JESSICA CLAIRE

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## SUMMARY

Self-motivated customer service team member passionate about utilizing skills to maximize customer retention. Highly accurate and efficient with strong investigation, problem-solving and critical thinking skills. Expert in correcting issues with little oversight and bringing more than [Number] years' experience in [Industry]. Enthusiastic and energetic Customer Advocate looking for a dynamic, fast-paced position. Exceptional multitasking, prioritization and organizational abilities. Adaptable and focused with an unparalleled work ethic and dedication to providing top-notch customer service.

## SKILLS

- Billing inquiry resolution
- Persuasive communication
- Upselling strategies
- Educating customers
- Customer relations
- Employee coaching
- Store maintenance
- Call Center Operations
- Product organization
- High-energy attitude

## EXPERIENCE

04/2014 to 03/2020 **Customer Advocate**

**Zendesk** – San Francisco, CA

- Engaged with customers and worked to resolve product and service issues.
- Consulted with customers to discuss concerns and offer detailed information.
- Maintained thorough and detailed documentation of customer interactions and outcomes.

06/2013 to 03/2014 **Hairstylist**

**Supercuts** – Bel Air, MD

- Sanitized workstations and salon equipment to reduce risk of infection.
- Pre-booked future appointments to increase repeat business.
- Pursued continuing education and training to stay up to date with new trends and techniques.
- Cultivated strong value-added relationships with customers by delivering accurate service and product knowledge to drive earnings.
- Styled and designed traditional and contemporary hairstyles for men and women daily.
- Recommended treatment and styling products to customers to meet current needs or resolve specific concerns.
- Selected hair colors, products and services based on customer preference and individually designed hair care plan.
- Set up workstation and treatment room with products, equipment and supplies to facilitate services.
- Supervised front-end of salon, booked appointments, inventoried sales area and coordinated employee schedules to maximize operations.
- Trimmed and styled hair for weddings and special occasions to help clients look and feel best on big day.

08/2008 to 10/2011 **Merchandise Leader**

**Petco** – Auburn, ME

- Designed floor layouts, product displays and shelving layouts to maximize sales and influence customer purchasing habits.
- Placed prices and descriptive signage to enhance displays and promote items.
- Assessed purchasing needs and reviewed in-store sales and inventory levels.
- Maintained records of inventory stock and shrinkage by conducting product audits every [Timespan].
- Consulted with management and advertising teams to plan optimal promotions.
- Taught sales staff to properly coordinate clothing racks and counter displays to maximize promotional effectiveness.
- Increased sales by [Number]% through targeted merchandising plans and stocking of desirable inventory.
- Verified product placements in web scheduler.
- Coordinated floor moves, merchandising and display maintenance and monitored floor stock to keep popular items available to buyers.
- Verified merchandise pricing to achieve revenue and profitability goals, reduce shrink and forecast sales.
- Collaborated with store employees to promote retail traffic by constructing creative and appealing merchandise displays.
- Kept work areas clean, neat and organized for optimal productivity and worker safety.
- Used forklifts, pallet jacks, hand trucks and overhead cranes to move items throughout facility.
- Read orders to obtain item numbers and located merchandise in bins or on shelves.
- Carried out duties within fast-paced retail environment, providing organized stocking methods and plans.
- Demonstrated great teamwork skills with staff members involved in production and transport.
- Stocked and rotated products, supplies and paper goods to optimize freshness.
- Maintained clear aisles during restocking to avoid hazards and promote guest convenience.
- Organized storage of articles in bins, floor, shelves and assigned areas according to product categories.
- Replenished inventory with focus on addressing customer needs.
- Bent, lifted, opened, and moved [Type] products weighing up to [Number] pounds.
- Packaged items with appropriate materials to prevent damage during shipping.
- Communicated effectively with members of public in often crowded and noisy environments.
- Identified unsafe materials within packages and notified proper personnel.
- Packed products into designated boxes, taking care to protect items from damage or shifting during transport.
- Printed accurate labels and applied to boxes, crates and containers prior to shipment.
- Stacked, organized and palletized packages for efficient storage and movement.
- Packed over [Number] pounds of [Type] products daily while keeping detailed records of productivity and identifying areas for improvement.
- Labeled pallets with proper information for storage in correct locations within warehouse.
- Communicated with customers to discuss packing needs and special items or circumstances.
- Assisted [Job title]s with [Task] during peak periods to meet quotas.
- Helped customers locate desired items and assisted with carrying heavy loads.
- Continuously moved and unpacked over [Number] pounds of [Type] packages, maintaining efficiency and accuracy for long shifts.
- Maintained weekly scan right policy to minimize loss from inaccurate pricing.
- Read tickets accurately to pick out important information and correctly complete orders.
- Cleaned and organized display cases, shelves and aisles.
- Maintained accurate inventory data by identifying and correcting pricing discrepancies.
- Verified merchandise against shipping paperwork and resolved discrepancies.
- Added labels to products, rotated current stock and professionally arranged merchandise.
- Examined and inspected stock items for damage and reported findings to supervisors.
- Rotated advertising signs and merchandise displays to engage customers.
- Labeled assigned packages and inspected for defects or inaccuracies.
- Kept stockroom orderly, accessible and safe with regular upkeep.
- Used hand trucks, pallet jacks and forklifts safely and efficiently.
- Restocked shelves with current merchandise in attractive displays to promote sales.
- Verified vendor deliveries with scanner to maintain accurate inventory counts.
- Selected items from bins, scanned tags with tracker and loaded onto cart.
- Collaborated with senior leaders to drive growth by implementing new pricing initiatives for [Product or Service].

07/2002 to 08/2008 **Sales Associate, Shoe Department**

**Macy's Formally Hecht's** – City, STATE

- Arranged new merchandise with signage and appealing displays to encourage customer sales and move overstock items.
- Sold various products by explaining unique features and educating customers on proper application.
- Built and maintained relationships with peers and upper management to drive team success.
- Answered incoming telephone calls to provide store, products and services information.
- Explained key information regarding products and services to customers to encourage informed decision-making.
- Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.
- Assisted teammates with sales-processing tasks to meet daily sales goals.
- Retained product, service and company policy knowledge to serve as resource for both coworkers and customers.
- Acted as initial contact in addressing customer concerns.
- Built trusting relationships with customers by making personal connections.
- Trained all new sales employees on effective sales, service and operational strategies to maximize team performance.
- Helped average of [Number] customers per day by responding to inquiries and locating products.
- Facilitated timely product launches and delivered exceptional customer service to enable account retention and growth.
- Mentored team members in mastering sales techniques to consistently exceed objectives.
- Processed orders through company system and coordinated product deliveries.
- Worked with fellow sales team members to achieve group targets.
- Coached team members on security risks and loss prevention to aid in mitigating store theft.
- Recorded and resolved daily transactions to promote revenue generation and customer satisfaction.
- Acted as point of contact for internal and external customers across departments.

## EDUCATION AND TRAINING

06/1989

**High School Diploma**

**Denbigh High School** - Newport News, VA

**Virginia State University** - Petersburg, VA