

Jessica Claire

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PROFESSIONAL SUMMARY

Talented Floral Designer accustomed to overseeing and executing unique creations, including centerpieces, bouquets and arrangements. Highly communicative employee with expertise helping customers execute floral visions. Designs and arranges floral displays, bouquets and arrangements aligned with holiday trends and customer requests. Knowledgeable about balloons, candy and gift baskets, as well as corsages, boutonnieres and wrist bouquets.

SKILLS

- Quick Learner
- Bilingual
- Order Picking and Processing
- Customer service-oriented
- Clean MVR
- Adept at record keeping
- Logging Paperwork
- Good Telephone Etiquette
- Floral Design
- Sales
- Dining Room Management
- Identification Checks
- Cash Register Operation
- ID Verification
- Refund Handling
- Cleaning and sanitizing
- Basic math skills
- Written and verbal communication

WORK HISTORY

FLORAL DESIGNER 07/2012 to CURRENT

Monarch Casino Black Hawk | Black Hawk, CO

- 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.
- Drove customer satisfaction by providing recommendations for greenery and flower pairings.
- Prepared various floral arrangements, including potted plants and bouquets based on customer requirements.
- Maintained thorough knowledge of needs, characteristics and varieties of flowers and greenery used in shop to inform arrangement decisions and provide information to customers.
- Properly package flowers and plants for damage-free delivery.
- 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.
- Imparted knowledge on plants and flowers to customers, including how to properly care for purchases.
- Researched latest design trends, colors and vendor products for use in new pieces.
- Sourced and selected wholesale flower distributors aligned with inventory needs and customer demand.
- Provided customers with care directions for flowers, including ideal temperature and how often water should be changed.
- Prepared new flower and greenery shipments for arrangement by stripping leaves below waterline, cutting new flowers, mixing flower food solutions and filling floral containers with food solutions.
- Worked with customers to determine type of arrangement desired, occasion and date, time and location for each arrangement needed.
- Developed individualized arrangement recommendations based on customers' budget, occasion and preferences.
- Monitored social media and online sources for industry trends.
- Transported floral arrangements to customer locations at specific time and location
- Handled 3 phone calls per 15 minutes to address customer inquiries and concerns.

DELIVERY DRIVER 06/2019 to 04/2021

Imperial Beverage | Lansing, MI

- Fostered positive working relationships with customers by responding to questions and concerns.
- Contacted customers prior to delivery to confirm and coordinate delivery times.
- Boosted revenues by upselling and cross-selling products to new and established customers.
- Completed rush deliveries on tight timetables to satisfy customer needs.
- Completed on-time deliveries by choosing best and most efficient routes.
- Operated vehicle safely in highly congested areas with no traffic violations.
- Safely loaded items into delivery vehicle to minimize damage while in transit.
- Submitted receipts and money received from deliveries at end of each shift.
- Interpreted maps and followed written and verbal directions.
- Reported customer questions, issues and complaints to management.
- Maintained clean and orderly appearance while on shift.
- Followed all company policies and procedures during shift.
- Reviewed routes and expected delivery time frames to determine order of deliveries.

+ Edit or add your own

HOSTESS/CASHIER 12/2019 to 05/2020

Marcus Corporation | North Hollywood, CA

- Assigned patrons to tables suitable for needs and restaurant section rotation.
- Took reservations and to-go orders by phone, answered customer questions and informed of accurate wait times.
- Informed servers of newly seated parties for speedy service.
- Used cash registers and credit card machines to cash out customers.
- Collaborated with kitchen to inform customers of wait times and answer questions about food.
- Maintained cash drawer of \$600 or more per shift.
- Operated cash register for cash, check and credit card transactions with excellent accuracy levels.
- Reconciled cash drawer at start and end of each shift, accounting for errors and resolving discrepancies.
- Performed cash, card and check transactions to complete customer purchases.

COOK 01/2011 to 03/2012

Dierks Rehabilitation Center | City, STATE

- Instructed new staff in proper food preparation, storage, use of kitchen equipment, sanitation and safety.
- Maintained well-stocked stations with supplies and spices for maximum productivity.
- Ordered and received products and supplies to stock kitchen areas.
- Verified proper portion sizes and consistently attained high food quality standards.
- Changed and sanitized all cutting boards, benches and surfaces between tasks to avoid cross-contamination.
- Prepared identical dishes numerous times daily with consistent care, attention to detail and quality.
- Prepared food items to meet recipes, portioning, cooking and waste control guidelines.
- Met production requirements for all aspects of banquet and outlet desserts and breakfast pastries.
- Sanitized kitchen surfaces and equipment by cleaning grills, griddles, ovens and fryers
- Communicated closely with Nurses and Dietitian to fully understand special orders for residents, including those with food allergies and gluten intolerance.
- Planned lunch, dinner and bar menus, as well as special menus for in-house special events and catering.
- Enhanced and maintained central standardized recipe and ingredient repository, including nutritional and cost information.
- Prepared cooking supplies, ingredients and workstations during opening and closing procedures to maximize efficiency.
- Transitioned between lunch and dinner service by breaking down the service line and prepping for dinner.

EDUCATION

Associate of Business Administration 05/2025
Arizona Western College, Yuma, AZ

ACCOMPLISHMENTS

I am a single mother with a phenomenal son. I have supervised 10 individuals for the past 4 years . Manage social media pages for The Flower Mine. I have done new projects as for radio writing and recording commercials for the flower shop. Advertising is of new interest to me.