

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Skilled Construction Worker with strong track record of success in maintenance, repair and general labor. Multitasks and works effectively in fast-paced, high-volume environments. Flexible work and shift schedule with expertise operating basic hand and power tools. Excellent work performance in individual and team roles combined with superior attendance record.

General worker with experience performing variety of technical tasks relative to assigned areas of responsibility. Maintains cleanliness of work area, counting materials, merchandise and supplies in stock. Experienced in training new employees on responsibilities and company work ethics. Background in general maintenance, light construction, repair and custodial work.

Reliable worker with strong mechanical aptitude and willingness to learn.

Construction professional bringing valuable experience from large corporate construction sites, as well as residential home repair projects.

SKILLS

- Good listening skills
- Complaint resolution
- Computer proficient
- Quick learner
- Creative problem solving
- Professional telephone demeanor

WORK HISTORY

04/2018 to Current **Customer Service Advocate**

Britecore – Denver, CO

- Evaluated trends and recommended enhancements to customer service policies, boosting team performance and customer satisfaction scores.
- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
- Supported call center associates by taking on escalated calls, handling complex concerns and achieving customer satisfaction targets.
- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
- Improved sales abilities and product knowledge on continuous basis to provide optimal service and achieve quotas.
- Promoted superior experience by addressing customer concerns, demonstrating empathy and resolving problems swiftly.
- Consulted with outside parties to resolve discrepancies and create effective solutions.
- Responded to customer requests for products, services and company information.
- Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
- Learned and maintained in-depth understanding of product information, providing knowledgeable responses to diverse questions.
- Provided excellent customer care by responding to requests, assisting with product selection and handling ordering functions.

08/2017 to 04/2018 **Labor Worker**

McCarthy Building Companies, Inc. – Goodyear, AZ

- Efficiently prepared job sites by removing debris and setting up materials and tools.
- Used radios and hand signals to coordinate communication between equipment operators and ground workers.
- Brought materials and tools from trucks and storage facilities to work site locations and organized for expected needs.
- Directed traffic away from hazardous locations, protecting team members and general public.
- Worked independently in fast-paced environment while meeting productivity and quality expectations.
- Gathered and disposed of work site debris to remove safety hazards and boost team productivity.
- Maintained and repaired facilities, equipment and tools to ensure operational readiness, safety and cleanliness.
- Used measuring tools such as gauges and tape measure to identify conforming parts during production.
- Monitored machines during operation to detect sounds of malfunctioning or excessive vibration and adjusted machines or replaced tools to eliminate problems.
- Loaded, unloaded and moved material to and from storage and production areas.
- Demonstrated safe and proper operations of 2in1 32.7cc Gasoline Demolition Hammer Drill equipment to prevent harm to team members or equipment.

06/2016 to 08/2017 **Apprentice Electrician**

A.R.C. Electric – City, STATE

- Pulled wire through conduits and through holes in walls and floors.
- Gathered parts supplies and tools in preparation for each workday or new job.
- Tested wiring and other system parts for electrical flow and function.
- Boosted job efficiency and customer satisfaction by maintaining organized and clean job sites.
- Configured equipment and optimized performance.
- Installed new electrical components, fixtures and motors.
- Repaired existing systems and replaced malfunctioning parts.
- Followed direction of senior electrical professionals to complete safe, efficient tasks.
- Worked under supervision of Luis Romero to learn trade and develop electrical knowledge.
- Maintained cleanliness and organization of work areas.
- Inspected and tested electrical systems to identify connection issues and other faults affecting system performance.
- Used hand and power tools and diagnostic equipment to complete various aspects of jobs.
- Moved equipment, supplies and tools to work locations to assist Fort Bliss in completing skilled work.
- Checked measurements and completed accurate cuts to prevent materials waste and maintain cost controls.
- Assisted with electrical installations, including lighting and smoke detectors.
- Checked supportive electrical equipment such as brackets and hangers, making repairs when necessary.
- Performed detailed tests on equipment after completing installations, replacements or repairs to ensure compatibility and safety of electrical systems.
- Worked with more knowledgeable professionals to grow understanding of principles and construction standards.
- Mastered use of measuring and testing instruments such as ammeters, ohmmeters, voltmeters and testing lamps.
- Checked and performed electrical wiring through conduits and holes in walls and floors.
- Promoted commitment to safety standards and OSHA requirements
- Installed new electrical systems based on project specifications, layouts and components.
- Measured and cut required supplies such as wire and conduit.
- Installed 120/208 volt systems and 347/600 volt systems.
- Demonstrated knowledge of safety protocols and industry best practices.
- Spliced, joined and connected wire to fixtures and other electrical components.
- Accurately pulled EMT and PVC conduit wire while maintaining safety standards.
- Repaired and checked supporting equipment for electrical systems such as brackets and hangers.
- Tested continuity of circuits using test equipment to ensure compatibility and safety of systems following installation, replacement or repair.
- Transported equipment and workers between job sites using company vehicles.
- Placed EMT and PVC conduits and pulled wire through conduits.
- Installed electrical components by splicing, joining and connecting wire to fixtures.
- Installed and repaired supportive electrical equipment such as brackets and hangers.
- Installed electrical wiring through conduits and holes in both flooring and walls.
- Spliced, joined and connected wire to accurately install new electrical systems.

07/2015 to 12/2015 **Labor Worker**

La Llanta Company – City, STATE

- Worked independently in fast-paced environment while meeting productivity and quality expectations.
- Used measuring tools such as gauges and tape measure to identify conforming parts during production.
- Work with machines and bars to take off the tire of an automobile and semi truck.

EDUCATION

06/2015

Diploma

Mountain View High School - El Paso, TX

Diesel Mechanics

Western Technical College - El Paso, TX

Date (Diesel advanced technology education)