

# JESSICA CLAIRE

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 100 Montgomery St. 10th Floor

## PROFESSIONAL SUMMARY

Ambitious Management Trainee with customer-focused approach and strong desire to learn all aspects of **Industry** industry. Talented leader, communicator and conflict manager with good multitasking and organizational skills. Proficient in **Software** and **Software**.

Dedicated **Industry** professional with exceptional problem-solving abilities. Offering **Number** years of experience in **Industry** devoted to balancing customer and company needs to drive profits and build brand loyalty.

Results-oriented Management Trainee driven to consistently exceed objectives in sales, service and operations. History of providing high-quality support to customers and staff alike. Focused on continuous professional development and process improvements.

Motivated Management Trainee eager to learn all aspects of **Type** business while further developing advanced **Skill** abilities. Dedicated leader, problem-solver and team manager with **Number** years of experience in **Industry**.

Determined and responsible **Job Title** with success boosting productivity and streamlining procedures for organizations. Focused on smoothly overseeing financial, personnel and operational facets.

Expertly balances targets with resources and optimizes long-term success.

Sought out continuous professional development opportunities to further develop expertise in **Industry** operations while strengthening support for team members. Resourceful leader with good organizational, multitasking and project management abilities. Discerning and performance-oriented in tackling operational problems.

Forward-thinking **Job Title** proficient in all operational areas of **Type** organizations. Dedicated to enhancing revenue, customer loyalty and team efficiency to grow profits and support long-term business sustainability.

Proficient **Job Title** delivering encouragement and feedback to help employees be successful. Energetic professional with great poise. Well-trained in **Skill**, **Skill** and **Skill**.

Encouraging manager and analytical problem-solver with talents for team building, leading and motivating, as well as excellent customer relations aptitude and relationship-building skills. Proficient in using independent decision-making skills and sound judgment to positively impact company success. Dedicated to applying training, monitoring and morale-building abilities to enhance employee engagement and boost performance.

Multi-tasking Manager well-known for creating positive workplace culture and high-performing teams. Demonstrated **Product or Service** expertise, including competitive offerings, pricing and market positioning.

Motivated **Type** manager with demonstrated knowledge of **Industry** best practices and operations.

Proven skills in enhancing productivity, efficiency and bottom-line profits with forward-thinking leadership. Bringing **Number** years of experience in field and ready to take on challenging, growth-oriented role with **Company**.

## SKILLS

- Team Leadership
- Sales
- Scheduling
- Staff Management
- Repair
- Employee Training
- Cleaning
- Business Development
- Insurance Knowledge
- Product Sales
- Quality Management
- Key Performance Indicators (KPIs)
- Operations Support
- Staffing Requirements

## EDUCATION

Callaway High School  
Hogansville, GA • 05/2013

*High School Diploma*

Miller Motte Technical College  
Columbus, GA • 06/2013

*Associate Degree In Nursing:*  
Medical Assisting

## ACCOMPLISHMENTS

- Documented and resolved **Issue** which led to **Results**.

## WORK HISTORY

### First Watch Restaurants - Management

North Miami Beach, FL • 09/2017 - Current

- Excelled in every store position and regularly backed up front-line staff to keep expertise fresh and relevant.
- Assisted established management staff with operational oversight, business development and process improvement strategies.
- Explained services and products to customers in friendly and engaging way.
- Created internal control of day-to-day transactions and punctually opened and closed business.
- Resolved escalated concerns using professionalism and understanding of all facets of issue.
- Planned and implemented team projects to accomplish objectives.
- Monitored employee performance and enacted improvement plans, coordinated disciplinary actions or provided rewards.
- Established open and professional relationships with team members which facilitated communication, quickly resolving issues and conflicts.
- Shouldered management responsibilities during absence of manager.
- Devised new promotional approaches to boost customer numbers and market penetration while enhancing engagement and driving growth.
- Collaborated in professional team to solve workflow issues.
- Produced regular reports to evaluate performance, adjust strategies and maintain agile, sustainable operations.
- Regulated service delivery to keep operations productive and in line with budget requirements.
- Modernized and improved operational procedures to increase productivity and profitability while tightly controlling costs.
- Oversaw and improved deliveries through proactive coordination of daily operations.
- Conferred with customers each day to maintain current understanding of needs and preferences, resolve issues and promote brand loyalty.

### Maricopa County, Arizona - Call Center Representative

Gila Bend, AZ • 12/2015 - 05/2016

- Leveraged sales expertise to promote products and capitalized on upsell opportunities.
- Maintained accurate and current customer account data with manual forms processing and digital information updates.
- Used consultative sales approach to understand customer needs and recommend relevant offerings.
- Completed over **Number** outbound calls per shift to deliver **Type** and **Type** prepared survey scripts.
- Conferred with customers about concerns with products or services to resolve problems and drive sales.
- Engaged in continuous learning and development opportunities to promote continued performance improvement.
- Learned and maintained in-depth understanding of product information, providing knowledgeable responses to diverse questions.
- Assisted **Number** customers in average **Timeframe** by answering questions, responding to inquiries and handling telephone requests.
- Reduced downtime to support quality control, boost revenue and complete projects on time and under budget.

### First Watch Restaurants - Management

North Port, FL • 06/2013 - 12/2015

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- Devised new promotional approaches to boost customer numbers and market penetration while enhancing engagement and driving growth.
- Conferred with customers each day to maintain current understanding of needs and preferences, resolve issues and promote brand loyalty.
- Pursued every opportunity to learn about **Type** business at all levels and improve team member support.