

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