

Jessica Claire

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PROFESSIONAL SUMMARY

Dedicated professional with history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand. Experienced with over 10 years of experience in customer service. Excellent reputation for resolving problems and improving customer satisfaction. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals in a position that offers professional challenges utilizing interpersonal skills.

SKILLS

- Strong communication
- Basic print reading skills and layout skills
- Oxygen and aircraft utility systems
- Knowledge of aircraft hardware and materials and processes.
- Military maintenance requirements
- Clerical
- Multitasking abilities
- Good telephone etiquette
- Teamwork
- Interpersonal Communication
- Computer skills
- Compassion
- Customer service
- Analytical skills
- Organization and Time management
- MS Office
- Teambuilding
- Detail-oriented
- Leadership

WORK HISTORY

AVIATION MACHINIST'S MATE 08/2009 to CURRENT

Broulim's Super Market Inc. | Alpine, WY

- Maintained records of repair work, parts replacement and routine maintenance.
- Performed ground checks and assisted functional check pilots with in-flight functional check procedures.
- Disassembled, repaired and replaced components in aircraft's body or engine.
- Used technical data to diagnose and solve maintenance problems on aircraft systems.
- Performed aircraft structural repairs as related to sheet metal and composite structures.
- Documented all inspection and maintenance actions in aircraft forms, IMDS and FERMS.
- Conducted and oversaw safety protocols, including flight line foreign object prevention walks.
- Assisted with aircraft and equipment transport and movement.
- Completed preventative and reparative maintenance on aircraft electronics and computer systems.
- Completed all paperwork requirements for each task, including recording maintenance actions in aircraft logbooks.
- Maintained orderly and safe work environment by enforcing tool control and FOD awareness, prevention and safety at all times.
- Coordinated and distributed exposure and contamination control procedures.
- Removed and installed aircraft subsystem assemblies such as engines, rotors, gearboxes, transmissions and mechanical flight controls.
- Performed flight line functions including AFE preflight and postflight requirements.
- Filtered interested candidates by eligibility and disqualifying factors.
- Participated in community events representing U.S. military and recruited interested parties.
- Remained current with training and sought new training opportunities to further personal growth.
- Traveled to schools in area to speak to students about military careers and provide students with materials and literature about military careers.
- Maintained recruits in Delayed Entry Program (DEP), educating on military customs and courtesies and administering PT exercises and tests.
- Educated interested individuals on military jobs and compared interests and ASVAB scores to potential career fields.
- Escorted recruits to Military Entrance Processing Station (MEPS) for evaluation and in-processing.
- Displayed exemplary personal and professional appearance, attracting local populace to inquire about military experience and opportunities.
- Exceeded mandated quota from headquarters based on military needs and availability.
- Administered Armed Services Vocational Aptitude Battery (ASVAB) test to individuals interested in or curious about military careers.
- Responded to calls and emails from interested candidates quickly and scheduled appointments for in-person meetings.
- Trained in small arms, anti-armor and indirect fire weapons.
- Participated in team-building activities to enhance working relationships.
- Participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork.
- Monitored all company inventory to ensure stock levels and databases were updated.
- Arranged teams for funeral/memorial services for grieving families.
- Maintained financial records such as payroll records for 15 team members.
- Displayed highest level of professionalism and sensitivity when dealing with grieving family members.
- Conducted more than 300 funerals and memorial services over course of 12 months.
- Loaded and unloaded trucks.
- Rigged trucks and secured cargo.
- Attached labels to finalized products before shipment.
- Organized products to streamline packing procedures.
- Assembled containers and crates used to transport large items such as vehicles or machines.
- Developed team communications and information for meetings.
- Performed duties in accordance with all applicable standards, policies and regulatory guidelines to promote safe working environment.

CAOHIER 02/2013 to 02/2014

Nemacolin Woodlands Resort | Farmington, PA

- Restocked and organized merchandise in front lanes.
- Answered questions about store policies and addressed customer concerns.
- Helped customers complete purchases, locate items and join reward programs.
- Completed inventory counts and ordered merchandise.
- Maintained cash drawer of \$500 or more per shift.
- Replenished sales floor merchandise and organized shelves, racks and bins for optimal appearance.
- Promoted customer loyalty and consistent sales by delivering friendly service and knowledgeable assistance.
- Worked closely with shift manager to solve problems and handle customer concerns.
- Reviewed weekly sales ads and monitored price changes.
- Worked flexible schedule and extra shifts to meet business needs.
- Reconciled cash drawer at start and end of each shift, accounting for errors and resolving discrepancies.
- Checked identification for proof-of-age for alcohol and tobacco sales.
- Maintained secure cash drawers, promptly resolving discrepancies in daily totals.
- Operated cash register for cash, check and credit card transactions with excellent accuracy levels.
- Mentored new team members on POS system operation, customer service strategies and sales goals.
- Collected and authorized payments of guests.
- Operated cash register to record all transactions accurately and efficiently.
- Set up new sales displays each week.
- Maintained current knowledge of store promotions and highlighted sales to customers.
- Used POS system to enter orders, process payments and issue receipts.
- Performed cash, card and check transactions to complete customer purchases.
- Provided expertise on products, including demonstrating features, answering questions, and redirecting objections to highlight positive aspects.
- Lifted up to 50 pounds at once and used forklift to move heavier loads.

PET CARE ASSOCIATE 02/2011 to 01/2013

Pets Mart | City, STATE

- Administered medications to animals in treatment and documented changes in condition.
- Kept animals clean and free of contaminants to promote optimal health.
- Educated caregivers and pet owners on animal care, nutrition and disease management.
- Optimized livestock health and reduced disease risks by applying animal husbandry expertise to optimizing care.
- Maintained patient charts by documenting information to reflect updated health issues and most recent medical treatment.
- Minimized animal injury risk by monitoring behaviors and eliminating safety hazards.
- Boosted animal health by carrying out optimal feeding and watering schedule.
- Followed all pet care instructions, including dietary needs and medication regimens.
- Provided top-notch customer service to every customer and exceptional care to all animals.
- Kept cages, kennels, play yards and grooming areas neat and clean.
- Restocked supplies and rotated items to maintain efficient operations and prevent expiration of perishable goods.
- Contributed to client retention by consistently providing outstanding customer service to both clients and pets.

CAOHIER/ CUSTOMER SERVICE/BARISTA 09/2007 to 09/2011

Target | City, STATE

- Resolved customer complaints and maintained clean and tidy checkout area.
- Maintained customer satisfaction with quick and professional handling of product returns.
- Maintained reports of transactions and greeted customers when entering and leaving establishment.
- Handled approximately daily credit and cash transactions for customers with accuracy and speed.
- Completed file maintenance log for price discrepancies.
- Verified deactivation and removal of Electronic Article Surveillance Tags from products at point of sale.
- Counted money in drawers at beginning and end of each shift.
- Processed accurate and efficient sales and return transactions to facilitate customer satisfaction.
- Performed cash, card and check transactions to complete customer purchases.
- Maintained current knowledge of store promotions and highlighted sales to customers.
- Provided expertise on products, including demonstrating features, answering questions, and redirecting objections to highlight positive aspects.
- Lifted up to 50 pounds at once and used forklift to move heavier loads.
- Reconciled cash drawer at start and end of each shift, accounting for errors and resolving discrepancies.
- Operated cash register to record all transactions accurately and efficiently.
- Checked identification for proof-of-age for alcohol and tobacco sales.
- Used POS system to enter orders, process payments and issue receipts.
- Set up new sales displays each week.
- Recommended products based on solid understanding of individual customer needs and preferences.
- Created wide variety of hot and cold drinks in average shifts with consistently positive customer satisfaction scores.
- Maintained supply levels in counter and customer areas to meet typical demands.
- Set and achieved goals for professional development and advancement.
- Restocked display cases with attractive arrangements to promote specialty food items like bagels and muffins.
- Learned every menu preparation and numerous off-label drinks to meet all customer needs.
- Sanitized equipment and wiped down counters and tables to prevent spread of germs.
- Trained new employees in groups and in one-on-one scenarios.
- Trained new team members with positive reinforcement and respectful, encouraging coaching.
- Educated staff by sharing knowledge and expertise of coffees, teas and merchandise.
- Listened carefully to customer requests and created personalized, delicious beverages, which improved sales.
- Upsold specialty items with beverages, increasing store sales.
- Elevated customer loyalty by using strong communication abilities to resolve customer problems.
- Complied with standards for merchandising, stocking and storing product.
- Cleaned counters, machines, utensils and seating areas daily.
- Memorized recipes for specialty coffee beverages and seasonal offerings.
- Prevented infections and maintained store professionalism by cleaning and sanitizing work areas daily.
- Engendered customer loyalty by remembering personal preferences and allergy information.
- Maintained espresso equipment and performed minor repairs to keep coffee machines functioning properly.
- Pleasantly interacted with customers during hectic periods to promote fun, positive environment.
- Provided in-depth information to customers on beverage preparation and offered samples of latest brews.
- Prioritized drink requests while managing interruptions.
- Completed over successful daily cash audits to correctly balance drawers at end of each shift.
- Maintained regular and consistent attendance and punctuality.
- Educated coworkers and customers about new products.
- Constantly expanded personal knowledge of coffee styles and varieties.
- Maintained operational espresso machines, blenders, commercial coffee brewers, coffee pots and other equipment.
- Cultivated ability to recall customers' names and address each by name.
- Developed and demonstrated skillful and creative latte art to engage customers.
- Created original artwork for specials board display daily.
- Controlled line and crowd with quick, efficient service.
- Made and served brand-specific café beverages per day with speed, quality and consistency.

EDUCATION

No Degree | Aviation

Metro Technology Centers - Springlake, Oklahoma City, OK

Bachelor of Science | Criminal Justice 12/2021

Southern Nazarene University, Bethany, OK

High School Diploma 05/2009

Putnam City High School, Oklahoma City, OK