

# JESSICA CLAIRE

100 Montgomery St. 10th Floor  
(555) 432-1000 - resumesample@example.com

## OBJECTIVE

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To obtain a challenging position that offers me the opportunity to utilize my skills, critical thinking and knowledge to achieve the goals of the company while acquiring new work experience.

## SKILLS

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- Self motivated
- Efficient and Detail-Oriented
- Verbal and Written Communication
- Understanding Customer Needs
- Building Customer Trust and Loyalty
- Time Management
- Problem solving
- 60 wpm Typing Speed
- Critical thinking
- Bilingual speaker (English and Spanish)

## WORK HISTORY

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01/2019 to 12/2021 **Social Media Moderator/Digital Customer Care Agent**

**Gardaworld** – Chicago, IL

- Responded to and engaged with customers on social media platforms such as Facebook, Instagram and Twitter to promote products and services.
- Handled inbound customer chat conversations from various websites.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Documented all customer information accurately in computer system, providing dated notes for future reference.
- Responded to App Store and Google Play Store reviews.
- Daily experience in systems including Clarabridge Social, Salesforce and Zendesk.
- Work through fraud and potential fraud issues, receipt moderation and incorrect submissions.
- Used high level payments permissions to correct customers accounts and payments.

11/2017 to 04/2019 **Bank Teller**

**Accor Hotels** – Boston, MA

- Executed various customer transactions, including deposits, withdrawals and money orders.
- Completed highly accurate, high-volume money counts via both manual and machine-driven approaches.
- Identified sales opportunities and referred customers to branch partners in financial services.
- Monitored security and customer behaviors to prevent theft.
- Answered customer inquiries regarding account balances, transaction history, services charges and interest rates.
- Educated customers on use of banking website and mobile apps.
- Built and strengthened customer relationships by leveraging excellent interpersonal and communication skills.
- Sold and cross-sold bank products to new and existing customers.
- Audited fellow teller currency to contribute to dual-control procedures.
- Reconciled cash drawer and resolved discrepancies.
- Learned about customer's financial needs, established trust and optimized sales opportunities resulting in quality customer service.
- Processed customer transactions promptly, minimizing wait times.

08/2015 to 10/2017 **Spa Concierge**

**Do It Best Corp** – Woodburn, OR

- Greeted spa guests warmly to create positive first impression of establishment.
- Managed front desk by answering phones, scheduling appointments and greeting guests.
- Carried out regular walk throughs of entire spa to verify cleanliness, working facilities and adequate stock levels of guest amenities and linens.
- Listened to customer needs and desires to identify and recommend products and treatments.
- Recommended and sold spa packages and memberships based on client's preferences and needs.
- Answered customer questions about products and services, helped locate merchandise and promoted key items.
- Performed clerical duties by compiling, sorting and filing daily transaction receipts and membership contracts.
- Assisted estheticians and massage therapists in setting up rooms and stations with supplies.
- Helped customers feel relaxed and comfortable through conversation and personal relatability.
- Maintained up-to-date knowledge of store sales, payment policies and security standards.
- Used product knowledge, sales abilities and customer relations skills to drive substantial sales increases.

04/2013 to 08/2015 **Merchandise Coordinator**

**Walt Disney World** – City, STATE

- Operate a Point-of-Sale System (POS).
- Money room/ money pick up/drop off/ building tilts and money room trainer.
- Updated pricing and signage to complete product displays and educate customers.
- Answered customer questions regarding store merchandise, department information and pricing.
- Monitored inventory levels and kept adequate stock in product displays on sales floor.
- Helped customers locate products and checked store system for merchandise at other sites.
- Prepared merchandise for sales floor by pricing or tagging.
- Engaged with customers to effectively build rapport and lasting relationships.
- Tracked stock using company inventory management software.
- Trained and developed new hires in company processes, product knowledge, customer service and selling techniques.
- Increased sales by offering advice on purchases and promoting additional products.

## EDUCATION

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**High School Diploma**

San Juan Virtual School - San Juan, PR