

# Jessica Claire

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## PROFESSIONAL SUMMARY

Within my background, I have been a Customer Service Representative that is bringing top-notch skills in oral and written communication, active listening and analytical problem-solving skills. I work to enhance customer experiences by employing service-oriented behaviors, understanding customer desires and providing customized solutions to build loyalty. I also am a friendly Customer Service Representative with over 10 years of dedicated customer service experience. Dedicated to exceeding service goals through effective communication skills and abilities.

## SKILLS

- Upselling Products and Services
- Responding to Difficult Customers
- Upbeat and Positive Personality
- Creative Problem Solving
- Multitasking and Prioritization
- Courteous with Strong Service Mindset
- Data Entry and Maintenance
- Customer Data Confidentiality
- Building Customer Trust and Loyalty
- Efficient and Detail-Oriented
- Excellent Attention to Detail
- Computer Proficiency
- Proficiency in Microsoft Office and G Suite
- Complex Product Knowledge
- Proactive Self-Starter
- Call Volume and Quality Metrics
- Team-Oriented and Cooperative

## WORK HISTORY

### CUSTOMER EXPERIENCE ADVOCATE

01/2020 to CURRENT

#### Monday.Com | New York, NY

- Addressed customer inquiries, concerns and complaints by providing solutions and alternatives and followed up to confirm resolution.
- Responded to high volume of incoming calls utilizing listening and communication skills to identify customer problems, needs and opportunities.
- Collaborated with internal team members to resolve customer concerns and deliver enhanced customer experiences.
- Utilized telephone, online chat and email platforms to deliver outstanding customer service.
- Maintained extensive knowledge of company products to recommend items aligned with customer needs.
- Maintained key performance indicators and acceptable performance levels to support assigned customer base.
- Documented customer interactions in internal database to maintain customer service history details.
- Enhanced industry and technical knowledge through active participation in learning and growth opportunities.
- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
- Investigated and resolved customer inquiries and complaints quickly.
- Responded proactively and positively to rapid change.
- Exhibited high energy and professionalism when dealing with clients and staff.
- Met customer call guidelines for service levels, handle time and productivity.
- Educated customers about billing, payment processing and support policies and procedures.
- Promoted superior experience by addressing customer concerns, demonstrating empathy and resolving problems swiftly.
- Maintained up-to-date knowledge of product and service changes.
- Handled over **One hundred** calls per shift signing up new customers, retrieving customer data, presenting relevant product information and cancelling services

### DISTRICT MANAGER AND PHONE/ TABLET REPAIR TECH

02/2018 to 12/2020

#### Intralinks | Paris, TX

- Built positive and productive relationships with store and field leadership.
- Supervised Four locations to enforce high-quality standards of operation.
- Met deadlines by proactively managing individual and team tasks and streamlining processes.
- Located, developed and promoted talented employees to cultivate collaborative and hardworking leadership team.
- Improved operational standards, personnel moves, and merchandising strategies.
- Worked diligently to resolve unique and recurring complaints, promoting loyalty and enhancing operations.
- Modeled best practices for sales and customer service.
- Optimized in-store merchandising, brand presentation and inventory availability and focus.

### SACES ASSOCIATE

01/2017 to 05/2018

#### I3 Verticals, Inc. | Bossier, LA

- Organized racks and shelves to maintain store visual appeal, engage customers and promote specific merchandise.
- Provided positive first impressions to welcome existing, new and potential customers.
- Helped customers locate products and checked store system for merchandise at other sites.
- Answered customer questions regarding sizing, accessories and proper care for merchandise.
- Engaged with customers to effectively build rapport and lasting relationships.
- Solved customer challenges by offering relevant products and services.
- Increased sales by offering advice on purchases and promoting additional products.
- Maintained customer satisfaction with quick and professional handling of product returns.
- Processed product returns and assisted customers with other selections.
- Boosted sales by conferring with customers to evaluate purchase requirements and recommend best-fit company offerings.
- Tracked stock using company inventory management software.
- Applied security and loss prevention training toward recognizing risks and reducing store theft.
- Developed, marketed and sold full range of products and support services.

### SACES REPRESENTATIVE

08/2015 to 04/2016

#### Atkore | Milford, UT

- Increased sales by offering advice on purchases and promoting additional products.
- Achieved monthly sales goals by promoting product benefits and enrolling new clients.
- Retained excellent client satisfaction ratings through outstanding service delivery.
- Reached out to customers after completed sales to evaluate satisfaction and determine immediate service requirements.
- Increased sales by offering consultation on products and services and applying customer service and upselling techniques.
- Assisted in product placement and visual merchandising, maintaining attractive and inviting appearance.
- Tailored sales approaches and techniques to specific client needs to increase marketing effectiveness.
- Served as liaison for company, clients and referred prospects regarding inquiries, issues, order management, post-sales follow-up and customer relations.

### CUSTOMER SERVICE REPRESENTATIVE

08/2014 to 11/2015

#### Intralinks | Waltham, MA

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Answered constant flow of customer calls with minimal wait times.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Used company troubleshooting resolution tree to evaluate technical problems and find appropriate solutions.
- Investigated and resolved customer inquiries and complaints quickly.
- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
- Responded proactively and positively to rapid change.
- Exhibited high energy and professionalism when dealing with clients and staff.
- Met customer call guidelines for service levels, handle time and productivity.
- Responded to customer requests, offering excellent support and tailored recommendations to address needs.
- Maintained up-to-date knowledge of product and service changes.
- Developed highly empathetic client relationships and earned reputation for exceeding service standard goals.
- Provided excellent customer care by responding to requests, assisting with product selection and handling ordering functions.

### SACES ASSOCIATE

04/2013 to 07/2014

#### Genuine Parts Company | Oconomowoc, WI

- Organized racks and shelves to maintain store visual appeal, engage customers and promote specific merchandise.
- Provided positive first impressions to welcome existing, new and potential customers.
- Helped customers locate products and checked store system for merchandise at other sites.
- Answered customer questions regarding sizing, accessories and proper care for merchandise.
- Engaged with customers to effectively build rapport and lasting relationships.
- Prepared merchandise for sales floor by pricing or tagging.
- Maintained customer satisfaction with quick and professional handling of product returns.

### CUSTOMER SALES REPRESENTATIVE

10/2013 to 05/2014

#### Atkore | Eugene, OR

- Assisted call-in customers with questions and orders.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Resolved concerns with products or services to help with retention and drive sales.
- Educated customers on promotional options, sales policies and methods for obtaining desired results from company offerings.
- Described product highlights and benefits to help guide purchasing decisions.
- Emphasized product specifications to meet customer needs.
- Contacted potential customers to capitalize on sales opportunities.
- Sold **internet, home phone, and Direct TV** to customers through **inbound sales during customer calls** and **cold calling customers during slow times**.
- Worked independently with minimal supervision.
- Served customers with knowledgeable, friendly support at every stage of shopping and purchasing.
- Gained customer trust and confidence by demonstrating compelling, persuasive and composed professional demeanor.
- Prioritized tasks and projects to meet tight deadlines.
- Set and achieved company defined sales goals.
- Exceptional computer skills
- Fielded customer complaints and facilitated negotiations, resolving issues and reaching mutual conclusions.
- Prepared and deliver customer sales quotes.

### CUSTOMER SERVICE REPRESENTATIVE

03/2008 to 07/2013

#### Mcdonalds | City, STATE

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Responded to customer requests for products, services and company information.
- Cultivated customer loyalty, promoted repeat business and improved sales.
- Exhibited high energy and professionalism when dealing with clients and staff.
- Delivered prompt service to prioritize customer needs.

## EDUCATION

**No Degree** | Computer Networking  
**DeVry University, Addison, IL**

**Hig** School Diploma

05/2010

**Dixon High School, Dixon, IL**