

JESSICA CLAIRE

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SKILLS

- Hightouch member support
- Complaint resolution
- Order fulfillment
- Conflict Resolution
- Telephone etiquette
- Good communication skills
- Excellent written and oral communication
- Good listening skills
- Creative problem solving
- Account management
- Service standard compliance
- Payment Processing
- Credit and Debt Card Processing
- Product Knowledge
- Quality Management
- Billing Inquiries

EDUCATION

- Gateway Technical College**
Kenosha, WI
Associate of Arts: Business Administration And Management
FSCJ
Associate of Science: Business Administration And Management
- University of Phoenix**
Tempe, AZ • 05/2008
Bachelor of Science: Business Administration And Management

PROFESSIONAL SUMMARY

Support day-to-day program operations with expertise in records management and resource coordination. Skillfully meet diverse needs and address issues to maintain efficiency and program outreach. Demonstrated success in building long-lasting relationships.

WORK HISTORY

Multnomah Education Service - HEALTHTRUST ADVOCATE
Portland, OR • 3/12/13 - Current

- Communicated with patients to collect information about prescriptions and medical conditions or arrange consultations with pharmacists.
- Consulted with insurance company representatives to complete claims processing, resolve concerns and reconcile payments.
- Solved customer problems in-person or over telephone by providing assistance with placing orders, navigating systems and locating items.
- Collected co-payments or full payments from customers.
- Helped pharmacist clear problematic prescriptions and address customer questions to keep pharmacy efficient.
- Reviewed and verified customer information and insurance provider information.
- Processed incoming drug orders.

Dxp Enterprises - Educational Assistant
Deer Park, TX • 09/2011 - 02/2013

- Collated classroom materials to help teachers prepare for daily instruction and activities.
- Supported student learning objectives through personalized and small group assistance.
- Prepared instructional materials for group and one-on-one use to comply with established curriculum.
- Partnered with teacher to plan and implement lessons following school's curriculum, goals, objectives and philosophies.
- Performed special tasks such as learning development and sped to help students with special needs learn and grow.
- Kept classrooms clean, neat and properly sanitized for student health and classroom efficiency.
- Oversaw students in classroom and common areas to monitor, enforce rules and support lead teacher.
- Handed out classroom materials, like pencils, paper and crayons.
- Oversaw groups of students at school and off-site locations, maintaining optimal safety and security.
- Participated in lesson planning and curriculum implementation to promote quicker rollout and delivery.
- Tailored lesson plans for students with emotional and cognitive disabilities.
- Assigned homework assignments and quizzes and wrote corresponding keys.
- Set up visual aids, equipment and classroom displays to support teacher's lesson delivery.
- Assisted teachers with classroom management and document coordination to maintain positive learning environment.

Circle K Stores, Inc. - Administrative Assistant
Austinville, VA • 03/2002 - 06/2009

- Coordinated travel arrangements, including booking airfare, hotel and ground transportation.
- Prepared meeting minutes and edited subcontractor proposals, project punch list, transmittals and memorandums for organizational support.
- Created PowerPoint presentations for business development purposes.
- Interacted with vendors, contractors and professional services personnel to receive orders, direct activities and communicate instructions.
- Prepared packages for shipment, pickup and courier services for prompt delivery to customers.
- Performed general office duties, including answering multi-line phone system, routing calls, delivering messages to staff and greeting visitors.
- Coached new employees on administrative procedures, company policies and performance standards.
- Welcomed office visitors warmly and alerted staff to arrivals of scheduled appointments.
- Offered office-wide Microsoft software support and training, including troubleshooting issues and optimizing usage.
- Managed office inventory by restocking supplies and placing purchase orders to maintain adequate stock levels.

Convergys, AT&T - Lead CSR
City, STATE • 07/1995 - 04/2002

- Conferred with senior management to handle and correct disciplinary or knowledge issues.
- Coordinated responses for key accounts, using business acumen and attention to detail to balance company and customer demands.
- Helped operators handle incoming calls and managed escalated needs with targeted resolutions.
- Trained, oversaw and mentored new team members to strengthen performance and job expertise.
- Boosted team spirit and performance by communicating clear service expectations and quality goals to each team member.
- Engaged clients in person and over phone to answer questions and address complaints.
- Facilitated inter-departmental communication to effectively provide customer support.
- Trained staff on operating procedures and company services.
- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
- Developed highly empathetic client relationships and earned reputation for exceeding service standard goals.