

# JESSICA CLAIRE

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## SKILLS

- Leadership (5+ years of experience)
- Exceptional Customer Service
- Calm and Professional Under Pressure
- Understanding Customer Needs
- Customer Account Management
- Call Documentation
- Efficient and Detail-Oriented
- Productivity Standards
- Computer Proficiency
- High-Volume Environments
- Conflict Mediation Abilities
- Inbound and Outbound Calling
- Sales
- Multi-tasking Strength
- Scheduling
- Client Meetings
- Vendor Relationship Management
- Events Logistics Management
- Staff Management
- Verbal and Written Communication

## PROFESSIONAL SUMMARY

Encouraging professional and analytical problem-solver with talents for team building, leading and motivating, as well as excellent customer relations aptitude and relationship-building skills. Proficient in using independent decision-making skills and sound judgment to positively impact company success. Ability to multi-task, follow directions and is committed to detail. Using Time Management skills to meet deadlines with the ability to learn new skills and apply the knowledge effectively and efficiently.

## ACCOMPLISHMENTS

### Underwriting Role

- Recognized as a consistently helpful and supportive professional by customers and staff alike.
- Oversaw caseload of 25+ customer's per day.
- Improved customer satisfaction by providing friendly and knowledgeable support and service.
- Top performer of a team of 10+ in proficiently assisting new and existing customer's while providing an excellent experience.

### Management Role

- Brought in over 200 new clients- booked over 70 new clients a year and retained several clients for events on a yearly basis.
- Documentation - Wrote and edited documents to keep staff informed on policies, procedures and detailed information for clients along with building contracts that meet the company and customers needs.
- Built strong relationships with vendors such as florists, photographers, caterers, and disc jockeys to take the hassle out of wedding planning.
- Used Microsoft Excel to develop inventory tracking spreadsheets.
- Effective Communication - Informing staff members of updated policies, schedules, and what can be improved. Kept clients informed on packages, payments, and details of event.

## WORK HISTORY

### Rain For Rent - Underwriting Advocate

Lincoln, NE • 12/2020 - Current

- Voice of Carvana Interact with customers on inbound and outbound calls guiding them through purchase process, reviewing and approving documents, and answering questions to clarify process
- Review account documents to assess risk and help identify trends
- Ensure compliance with underwriting policies and flexibility to familiarize with constant changes in policy and procedures
- Ability to utilize decision quality skills and to grasp key points from detailed phone calls and reports
- Utilize proprietary software tools and external tools such as consumer credit bureaus and other internet sources to assist verification process to make sound judgement and decisions.
- Worked effectively with fellow team members to coordinate effective solutions to any question or concern.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Developed and maintained courteous and effective working relationships.
- Proved successful working within tight deadlines and fast-paced atmosphere.
- Documented customer concerns and inquiry resolutions in internal computer system.

### Hyatt - Sales Associate

Lincoln, NE • 08/2014 - 12/2020

- Communicate with customers via phone, email, and in person regarding rental products, placing orders, payments, and changes.
- Excellent product knowledge to ensure customers receive what suits needs and wants
- Track stock using company inventory management software
- Maintain records, invoices, and send out statements to customers that hold accounts.
- Assess returned orders for any missing or damaged product.
- Maintain records and invoice customers for any missing or damaged product.
- Fill orders as needed and check filled orders for accuracy.
- Organized showroom to maintain store visual appeal, engage customers and promote specific merchandise.
- Organize warehouse to maintain smooth operating practices, cleanliness, and inventory tracking.

### The Del Ray Ballroom - Director of Events

Lincoln, NE • 10/2015 - 08/2019

- Supervised and scheduled work load for 8-10 employees.
- Managed administrative logistics of events planning, including contract signing, fee collection, event booking and event promotions.
- Fulfilled contractual obligations, including communications, vendor coordination, schedule creation, and day of event coordination.
- Worked closely with couples to meet wedding goals, maintain deadlines and resolve complaints or service issues.
- Hired and cross-trained staff members for various event-specific functions and assessed employees' understanding of associated processes and procedures.
- Promoted adherence to client-event requirements through effective delegation, prioritizing and management of all entire production lifecycle, from concept to execution.
- Evaluated existing plans, processes and events planning services to identify opportunities for improvement.
- Managed bar logistics of client bar sales, tracking inventory, ordering bar needs, and maintaining bar equipment.