

Jessica Claire

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PROFESSIONAL SUMMARY

Friendly and energetic customer service representative. Trustworthy employee that will always make sure the right thing is done for the company objective. Excellent time management skills to get all necessary tasks completed quickly individually as well as a team player. Meticulously organized to work in a fast-paced environment and make sure all tasks are completed on time. Outstanding background in customer satisfaction and strives to exceed team goals. Enjoys building customer loyalty to brand to make sure all goals of company are met with keeping customers happy to business with us. Always goes above and beyond required duties to get the most done for the team. Extremely dependable and punctual for all shifts and any extra shifts that are needed. Strong math aptitude to ensure all transactions are executed flawlessly.

SKILLS

Friendly and energetic attitude
Outstanding customer service
Team player

Excellent math aptitude
40 WPM typing speed
Cash handling expertise

WORK HISTORY

CONSULTANT

07/2015 to 10/2015

Best Buy | Brentwood, TN

- Handled various accounting transactions.
- Created member account profiles for AT&T online accounts.
- Collected customer payments.
- Executed payments, stop payments and account suspensions.
- Excelled with friendly and professional customer interactions.
- Resolved issues regarding customers accounts and payment arrangements.
- Time management skills to solve customer inquires with the best answers in the shortest amount of time
- Reliable and friendly attitude to give customers a great experience with the AT&T brand.
- Work as a team player to make sure customers are happy with AT&T experience.

SHIFT MANAGER

10/2011 to 07/2015

Cleveland-Cliffs Inc. | Zanesville, OH

- Team player to make sure restaurant ran smoothly for customers, employees and overall business.
- Demonstrated excellent communication skills between management and crew to ensure all tasks were completed in timely manner.
- Handled cash drawers excellently whenever necessary.
- Counted deposits before they were sent to the bank.
- Provided friendly customer service to each and every customer.
- Dependable employee to make sure what needed to get done was completed.
- Ensured all transactions were professionally handled to keep brand name strong and positive.
- Strived to keep customers happy and make them want to come back to restaurant.
- Quick thinking skills to adjust to companies needs for given situations.
- Managed time to go above and beyond required duties during shift.
- Pulled daily activity reports to see what could be done to make business even better.
- Resolved customer issues quickly and professionally.
- Entered sales and inventory levels to make sure all goals were met.
- Exchanged Canadian monies for American monies flawlessly as per company policy.

GUEST SERVICE REPRESENTATIVE

07/2007 to 05/2009

Onix Group | Glen Mills, PA

- Resolved all customer complaints in a professional manner while prioritizing customer satisfaction.
- Answered telephone calls promptly and professionally to handle any customer issues or requests.
- Made telephone calls to find products for customers that we did not have in stock.
- Excellently handled cash transactions.
- Followed all regulations regarding returns and discounts that were applicable.
- Determined customer needs by asking relevant questions and listening actively to the responses.
- Kept service area neat and tidy at all times.
- Aided in the training of new potential Guest Service Representatives.
- Helped up sell product and showed product awareness to guests to show knowledge of best fit product for customer needs.

EDUCATION

Bachelor of Science | Pre Dental

2009

University at Buffalo - University At, Buffalo, NY