

JESSICA CLAIRE

 resumesample@example.com
 (555) 432-1000
 Montgomery Street, San Francisco, CA 94105

SUMMARY

Customer Service & Loyalty . Time Management . Service Measures . Relationship Management

Product Knowledge & Support . Key Account Management . Process Simplification

Resourceful and accomplished Office Manager with extensive office operations and personnel organization expertise.

Administrative Assistant focused on driving productivity by leveraging strong front office management skills.

Personable Executive Assistant who capably maintains open lines of communication among senior executives, board members, shareholders, middle management and administrative staff.

Receptionist who answers a high volume of incoming calls while handling in-person inquiries from clients and colleagues.

Flexible and hardworking with the drive to succeed. Experienced General Manager with ability to develop and nurture long-term relationships. Technical, creative and organized self-starter with superior follow-through and marketing experience in building rapport and fostering mutually beneficial relationships. Rapid learner who brings excitement and enthusiasm to my work and my team.

Executive Assistant seeking an opportunity to showcase a diverse background in business management and the ability to facilitate multiple projects simultaneously.

HIGHLIGHTS

Microsoft Office proficiency, Excel spreadsheets, Resourceful Business writing, Dedicated team player; Meticulous attention to detail, Results-oriented, Self-directed, Time management, Professional and mature, Strong problem solver,

Advanced MS Office Suite

knowledge, Strong interpersonal

skills, Understands grammar

Proofreading, Human Resources

Management (HRM), QuickBooks

expert, Self-starter

- Leading large organizations

- Agile development methodologies

- Identifying risks

- Strategic positioning

- Contracts

- Strategic planning

- B2B sales and service

- Mobile technologies and services

- Social media and networks

- Travel administration

EDUCATION

Ashford University

Clinton , Iowa • February 201

BBA: Business Administration

Coursework includes Economics,

Coursework includes

Entrepreneurial Management,

Coursework includes

Organizational Behavior, Minor in

Marketing. Coursework in

International Finance, Statistics

and Microeconomics

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ACCOMPLISHMENTS

Coordinated all department functions for team of 10+ employees. Increased office organization by developing more efficient filing system and customer database protocols. Received a merit raise for strong attention to detail, exemplary customer service and team-player attitude. Received 8 "exceeds expectations" ratings on performance reviews. Met monthly sales goals for 11 months straight.

Leadership

- Served as key contributing member to Leadership team.

EXPERIENCE

Firstbank - Management Trainee

Glendale, CO • 05/2014 - 07/2015

- Work with other managers to plan and direct the work of the organization Help set policies; Evaluate work output Receive classroom instruction in subjects related to their rotational experience Attend lectures, watch guest speakers, and create projects, oral presentations, and take tests Work in different departments to gain perspective, including marketing, sales, customer services, purchasing, merchandising, and personnel departments Handle established accounts to gain familiarity; Adhere to guidelines of formal written training program.
- Attend periodic evaluations Participate with store management in interviewing, hiring, and training employees Use company reports to analyze sales, gross profit and inventory activity Work with and through management to develop and implement actions that protect company assets and profitability Use computers for various applications, such as database management or word processing.
- Create, maintain, and enter information into databases.
- Managed team of 7 of professionals.
- Served as mentor to junior team members.
- Verified and logged in deadlines for responding to daily inquiries.

Omaha Steaks - Retail Sales Associate

Snyder, NE • 02/2013 - 09/2014

- Build customer confidence of customers by making the store experience interactive, engaging, and reassuring.
- Maximize customer experience by "solving the whole problem" (as opposed to pushing products).
- Maintain the visual appeal of your store.
- Make the most effective use of store displays and interactive devices for each of your customers Keep abreast of the rapidly evolving T-Mobile technology.
- Develop positive customer relationships.
- Computed sales prices, total purchases and processed payments.
- Described merchandise and explain operation of merchandise to customers.
- Maintained knowledge of current promotions, policies regarding payment and exchanges, and security practices. Placed special orders and called other stores to find desired items.
- Recommended merchandise based on customer needs.
- Operated a cash register to process cash, check and credit card transactions.
- Administered all point of sale opening and closing procedures.
- Replenished floor stock and processed shipments to ensure product availability for customers.
- Explained information about the quality, value and style of products to influence customer buying decisions.
- Facilitated monthly and quarterly physical inventory counts.

C.H. Robinson Worldwide, Inc. - Wireless Consultant

Union City, GA • 03/2011 - 11/2012

- Possess ability to supervise a subordinate clerical staff on a permanent or intermittent basis if required Contributed to teams explosive productivity which lead to 155% branch growth Security of documents, quality assurance, compliance Effectively communicate product and service information, feature functionality, billing procedures and equipment usage to each customer Proactively follow-up with each customer after the sale to guarantee product and customer satisfaction Effectively process customer bill payments Built a loyal customer base by creating long-term relationship which led to major three business accounts Effectively perform back office duties including inventory and repair, accessory stock, shipping and receiving of repairs with third party repair vendor and basic handset repairs and/or system upgrades Met all sales objectives and recognized as top salesperson in 2011 and 2012 Operate office equipment, such as fax machines, copiers, or phone systems and arrange for repairs when equipment malfunctions.
- Identified prospective customers using lead generating methods and performing an average of 60 cold calls per day.
- Participated in various incentive programs and contests designed to support achievement of production goals.
- Developed tool to track and monitor personal sales opportunities, deals in progress and finished contracts.
- Described use and operation of merchandise to customers.
- Exceeded targeted sales goals by 75%.
- Placed special merchandise orders for customers.

C.H. Robinson Worldwide, Inc. - Counter Manager

Visalia, CA • 09/2006 - 03/2008

- Under general direction, performs advanced technical secretarial and administrative work in the form of difficult and varied Used advanced administrative and computer skills, including the use of Microsoft Office, to support upper management operations and to facilitate department meetings Provided effective customer support and troubleshooting to over 20 incoming customer calls and solved 60% of customer issues daily Answers various inquiries personally; Assists public by phone and in person.
- Fielded up to 20 customer inquiries personally and in person on a daily basis Selected as a key person to participate in the screening and interview process of potential employees Set up and manage paper or electronic filing systems, recording information, updating paperwork, or maintaining documents, such as attendance records, correspondence, or other material.
- Hired and trained all sales staff for new store location.
- Determined merchandise price schedules and discount rates.
- Monitored customer preferences to determine focus of sales efforts.
- Generated monthly and annual sales reports.
- Maintained friendly and professional customer interactions.

Sitel Corporation - Customer Service Representative

City, STATE • 05/2005 - 08/2006

- Researched competitors' products daily to directly compare features and benefits to customers during sales presentations; developed customer trust and generated additional sales.
- Executed consultative sales approach; listened to clients' wants and needs to satisfy customer expectations.
- Consistently met and exceeded daily sales goals.
- Trained team of 20 on speaking/presentation skills, contextual word usage, product knowledge and how to execute research to yield best results.
- Delivered top-notch customer service; addressed needs and issues in a timely accurate manner, ensured customer satisfaction was achieved.
- Acquired additional training on managing customer complaints; accomplished mutually beneficial outcomes while retaining customer satisfaction and developing a strong client base.
- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.

Charter One Bank - Customer Service Representative

City, STATE • 2003 - 03/2005

- Co-developed and executed PowerPoint sales presentations delivered to audience of 8-10 potential customers on account options; consistently met/exceeded goals-opened average of two new accounts daily.
- Charged with responsibility for \$10,000; double-verified amounts for daily reconciliation, resulted in 100% accuracy and accountability.
- Developed broad depth of knowledge on products and services; attended extra training programs and obtained additional study materials to take full advantage of all available information.
- Supported business operations and exerted superior effort; regularly offered to stay after shift to ensure all representatives balanced correctly and all money was accounted for.
- Opened new customer accounts, including checking, savings and lines of credit.
- Managed opening and closing times for the main branch.
- Processed sales referrals and promoted bank services and products, resulting in [number] % branch sales increase.
- Established new customer accounts including checking, savings, lines of credit and loans.
- Balanced daily cash deposits and bank vault inventory with a zero error rate.
- Assembled in-store marketing displays.
- Processed cash withdrawals.
- Adhered to Charter One's security and audit procedures.
- Researched and resolved customer issues on personal savings, checking and lines of credit accounts.
- Examined checks for identification and endorsement.
- Processed treasury, tax and loan payments.
- Reported daily averages and shortages to the operations department.

SKILLS

administrative, approach, basic, benefits, billing, business operations, clerical, oral, client, clients, customer satisfaction, customer services, customer service, customer support, databases, database management, direction, training employees, fax machines, features, filing, gross profit, hiring, instruction, inventory, managing, marketing, materials, meetings, merchandising, Excel, money, Microsoft Office, office, Outlook, PowerPoint, word, Microsoft Word, office equipment, personnel, phone systems, copiers, policies, presentations, presentation skills, product and service information, speaking, purchasing, quality assurance, receiving, recording, repairs, research, sales, secretarial, shipping, store management, take messages, telephones, phone, training programs, troubleshooting, upgrades, word processing