

# JESSICA CLAIRE

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## PROFESSIONAL SUMMARY

Punctual **Job Title** focused on fostering environment conducive to student learning. Polished in supporting classroom management and learner engagement goals. Familiar with child development and behavioral principles paired with **Number** years of experience assisting teachers in developing lesson plans and activities.

Enthusiastic **Job Title** eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of **Task** and **Task** and training in **Skill**. Motivated to learn, grow and excel in **Industry**.

**Job Title** with over **Number** years of successful experience in **Skill** and **Skill**. Recognized consistently for performance excellence and contributions to success in **Industry** industry. Strengths in **Skill** and **Skill** backed by training in **Area of study**.

## SKILLS

- Customer Service
- Computer proficiency
- Maintenance & Repair
- Interpersonal Communication
- Troubleshooting
- Compassion

## WORK HISTORY

02/2021 to Current	<b>Milk Testing Help</b> <b>Regency Retirement Of Jackson</b> – Jackson, TN Demonstrated respect, friendliness and willingness to help wherever needed. <ul style="list-style-type: none"><li>• Worked flexible hours; night, weekend, and holiday shifts.</li><li>• Developed and implemented performance improvement strategies and plans to promote continuous improvement.</li><li>• Performed duties in accordance with all applicable standards, policies and regulatory guidelines to promote safe working environment.</li><li>• Successfully maintained clean, valid driver's license and access to reliable transportation.</li><li>• Delivered <b>product or service</b> to customer locations within specific timeframes.</li><li>• Maintained excellent attendance record, consistently arriving to work on time.</li><li>• Developed and maintained courteous and effective working relationships.</li><li>• Completed minor preventative maintenance and mechanical repairs on equipment.</li><li>• Adhered to social distancing protocols and wore mask or face shield at all times.</li><li>• Actively listened to customers' requests, confirming full understanding before addressing concerns.</li><li>• Served customers in a friendly, efficient manner following outlined steps of service.</li><li>• Maintained energy and enthusiasm in fast-paced environment.</li><li>• Developed strong sense of most efficient routes to avoid traffic and construction on local roads and highways.</li><li>• Exceeded goals through effective task prioritization and great work ethic.</li><li>• Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.</li><li>• Inspected equipment or monitored operating conditions, meters and gauges to determine load requirements and detect malfunctions.</li><li>• Recorded operational data, personnel attendance or meter and gauge readings on specified forms.</li><li>• Adhered to EPA and OSHA regulations.</li><li>• Proved successful working within tight deadlines and fast-paced atmosphere.</li><li>• Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.</li><li>• Used critical thinking to break down problems, evaluate solutions and make decisions.</li><li>• Worked with <b>type</b> customers to understand needs and provide excellent service.</li></ul>
09/2020 to Current	<b>Caregiver</b> <b>Massage Envy</b> – Oceanside, CA <ul style="list-style-type: none"><li>• Kept close eye on client vital signs, administered medications and tracked behaviors to keep healthcare supervisor well-informed.</li><li>• Helped clients manage money, pay bills and shop for groceries or personal items.</li><li>• Provided safe mobility support to help patients move around personal and public spaces.</li><li>• Performed household tasks such as laundry, dusting, washing dishes and vacuuming.</li><li>• Worked to improve and enhance patient lives through effective and compassionate care.</li><li>• Offered social support by transporting individuals to events and activities, in addition to medical appointments and shopping trips.</li><li>• Monitored, tracked and conveyed important patient information to healthcare staff to help optimize treatment planning and care delivery.</li><li>• Engaged patients in meaningful conversation, socialization and activity while providing personal care assistance.</li><li>• Gathered dietary information, assisted with feeding and monitored intake to help patients achieve nutritional objectives and support wellness goals.</li><li>• Provided transportation to doctor's appointments, grocery stores, salons and barbershops.</li><li>• Kept household areas clean and well-stocked, ran errands, managed laundry and completed weekly grocery shopping.</li><li>• Determined specific needs and provided most appropriate level of services for patient well-being.</li><li>• Changed dressings, bandages and binders to maintain proper healing and sanitary measures.</li><li>• Supported clients with mental support and physical activities to accomplish quality of life and sustain needs.</li><li>• Assisted with daily activities, including dressing guidance, grooming, meal preparation and medication reminders.</li><li>• Recognized and reported abnormalities and/or changes in patients' health status to case manager.</li><li>• Built strong relationships with clients to deliver emotional support and companionship.</li><li>• Helped patients care for themselves by teaching proper, safe use of ambulation assistive devices such as canes or walkers.</li><li>• Shopped for groceries regularly in order to keep house stocked with necessities.</li><li>• Assisted clients with daily living needs, including bathing and personal grooming, to maintain self-esteem and general wellness.</li><li>• Maintained clean personal areas and prepared healthy meals to support client nutritional needs.</li></ul>
01/2020 to 08/2020	<b>Assistant Manager</b> <b>Subway</b> – City, STATE <ul style="list-style-type: none"><li>• Developed loyal and highly satisfied customer base through proactive management of team customer service strategies.</li><li>• Strengthened merchandising and promotional strategies to drive customer engagement and boost sales.</li><li>• Generated repeat business through exceptional customer service and responded to customer concerns with friendly and knowledgeable service.</li><li>• Increased sales revenues by promoting complementary products and educating customers about store promotions.</li><li>• Conducted weekly staff meetings to motivate staff members, address concerns and questions, plan improvements, and evaluate progress toward goals.</li><li>• Monitored security and handled incidents calmly.</li><li>• Increased sales by driving operational efficiencies and building excellent customer rapport.</li><li>• Verified inventory counts remained within monthly tolerance levels and compiled financial data in compliance with budget.</li><li>• Reviewed sales and gross profit reports to determine options for increasing market growth.</li><li>• Reduced financial discrepancies by monitoring monetary transactions, including credit card sales and deposits.</li><li>• Created organization systems for inventory control, merchandising, financial reports and schedules, dramatically increasing operational efficiency.</li><li>• Exceeded sales goals and accomplished business objectives by inspiring staff and promoting target products.</li><li>• Completed regular inventory counts to verify stock levels, address discrepancies and forecast future needs.</li><li>• Achieved recognition from senior management for contribution to store success, including managing sales, employees and operations to foster optimal performance.</li><li>• Monitored cash intake and deposit records, increasing accuracy and reducing discrepancies.</li><li>• Set and enforced policies focused on increasing team productivity and strengthening operational efficiency.</li><li>• Offered hands-on assistance to customers, assessing needs and maintaining current knowledge of consumer preferences.</li></ul>

## 06/2016 to 01/2020 2nd Assistant Manager

Casey's General Stores	– City, STATE
	<ul style="list-style-type: none"><li>• Developed loyal and highly satisfied customer base through proactive management of team customer service strategies.</li><li>• Strengthened merchandising and promotional strategies to drive customer engagement and boost sales.</li><li>• Generated repeat business through exceptional customer service and responded to customer concerns with friendly and knowledgeable service.</li><li>• Increased sales revenues by promoting complementary products and educating customers about store promotions.</li><li>• Conducted weekly staff meetings to motivate staff members, address concerns and questions, plan improvements, and evaluate progress toward goals.</li><li>• Monitored security and handled incidents calmly.</li><li>• Increased sales by driving operational efficiencies and building excellent customer rapport.</li><li>• Reduced financial discrepancies by monitoring monetary transactions, including credit card sales and deposits.</li><li>• Monitored cash intake and deposit records, increasing accuracy and reducing discrepancies.</li><li>• Conducted weekly staff meetings to motivate staff members, address concerns and questions, plan improvements, and evaluate progress toward goals.</li><li>• Verified inventory counts remained within monthly tolerance levels and compiled financial data in compliance with budget.</li><li>• Achieved recognition from senior management for contribution to store success, including managing sales, employees and operations to foster optimal performance.</li><li>• Completed regular inventory counts to verify stock levels, address discrepancies and forecast future needs.</li><li>• Mentored <b>Number</b>-member sales team in applying effective sales techniques and delivering top-notch customer service.</li><li>• Offered hands-on assistance to customers, assessing needs and maintaining current knowledge of consumer preferences.</li><li>• Set and enforced policies focused on increasing team productivity and strengthening operational efficiency.</li><li>• Increased sales revenues by promoting complementary products and educating customers about store promotions.</li><li>• Exceeded sales goals and accomplished business objectives by inspiring staff and promoting target products.</li></ul>

## EDUCATION

06/2006	<b>Diploma : General Studies</b> <b>Decorah High School</b> - Decorah, IA
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