

# JESSICA CLAIRE

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📍 100 Montgomery St. 10th Floor

## PROFESSIONAL SUMMARY

Knowledgeable and dedicated customer service professional with extensive experience in collection industry. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses.

## SKILLS

- Cash Handling
- Store opening and closing
- Product and service sales
- Till counting
- Guest seating arrangements
- Point of sale operation
- Conflict resolution
- Interpersonal Communication
- Planning and Coordination
- Reading comprehension
- Microsoft Office
- Computer skills
- Self-motivated professional
- Multitasking abilities
- Compassion
- Adaptability
- Good telephone etiquette
- Data management

## EDUCATION

Moorhead Community College  
Moorhead, MS

GED

## WORK HISTORY

**Amboss - Account Management Team Lead**  
New York, NY • 05/2003 - 07/2017

- Provided primary customer support to internal and external customers.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Used company troubleshooting resolution tree to evaluate technical problems and find appropriate solutions.
- Fielded customer questions regarding available merchandise, sales, current prices and upcoming company changes.
- Cultivated customer loyalty, promoted repeat customers and improved sales.
- Regularly exceeded daily sales and product add-on quotas.
- Communicated with vendors regarding backorder availability, future inventory and special orders.
- Responded to customer requests for products, services and company information.
- Developed community reputation through commitment to customer satisfaction and strong client relationships.
- Evaluated account and service histories to identify trends, using data to mitigate future issues.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Assisted customers with setting appointments, special order requests, and arranging merchandise pick-up.
- Recommended products to customers, thoroughly explaining details.
- Consulted with outside parties to resolve discrepancies and create effective solutions.
- Answered constant flow of customer calls with minimal wait times.
- Provided information regarding charge accounts and loyalty programs.
- Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
- Collected customer feedback and made process changes to exceed customer satisfaction goals.
- Leveraged sales expertise to promote products and capitalized on upsell opportunities.

**Charlie's Produce - Customer Service Representative**  
Dutch Harbor, AK • 01/2002 - 07/2003

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**Charlie's Produce - Customer Service Representative**  
Missoula, MT • 08/1997 - 10/2001

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