

JESSICA CLAIRE

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OBJECTIVE

To obtain a challenging position that offers me the opportunity to utilize my skills, critical thinking and knowledge to achieve the goals of the company while acquiring new work experience.

SKILLS

- Self motivated
- Efficient and Detail-Oriented
- Verbal and Written Communication
- Understanding Customer Needs
- Building Customer Trust and Loyalty
- Time Management
- Problem solving
- 60 wpm Typing Speed
- Critical thinking
- Bilingual speaker (English and Spanish)

WORK HISTORY

- 01/2019 to 12/2021

Social Media Moderator/Digital Customer Care Agent

Gardaworld – Chicago, IL

 - Responded to and engaged with customers on social media platforms such as Facebook, Instagram and Twitter to promote products and services.
 - Handled inbound customer chat conversations from various websites.
 - Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
 - Documented all customer information accurately in computer system, providing dated notes for future reference.
 - Responded to App Store and Google Play Store reviews.
 - Daily experience in systems including Clarabridge Social, Salesforce and Zendesk.
 - Work through fraud and potential fraud issues, receipt moderation and incorrect submissions.
 - Used high level payments permissions to correct customers accounts and payments.
- 11/2017 to 04/2019

Bank Teller

Accor Hotels – Boston, MA

 - Executed various customer transactions, including deposits, withdrawals and money orders.
 - Completed highly accurate, high-volume money counts via both manual and machine-driven approaches.
 - Identified sales opportunities and referred customers to branch partners in financial services.
 - Monitored security and customer behaviors to prevent theft.
 - Answered customer inquiries regarding account balances, transaction history, services charges and interest rates.
 - Educated customers on use of banking website and mobile apps.
 - Built and strengthened customer relationships by leveraging excellent interpersonal and communication skills.
 - Sold and cross-sold bank products to new and existing customers.
 - Audited fellow teller currency to contribute to dual-control procedures.
 - Reconciled cash drawer and resolved discrepancies.
 - Learned about customer's financial needs, established trust and optimized sales opportunities resulting in quality customer service.
 - Processed customer transactions promptly, minimizing wait times.
- 08/2015 to 10/2017

Spa Concierge

Do It Best Corp – Woodburn, OR

 - Greeted spa guests warmly to create positive first impression of establishment.
 - Managed front desk by answering phones, scheduling appointments and greeting guests.
 - Carried out regular walk throughs of entire spa to verify cleanliness, working facilities and adequate stock levels of guest amenities and linens.
 - Listened to customer needs and desires to identify and recommend products and treatments.
 - Recommended and sold spa packages and memberships based on client's preferences and needs.
 - Answered customer questions about products and services, helped locate merchandise and promoted key items.
 - Performed clerical duties by compiling, sorting and filing daily transaction receipts and membership contracts.
 - Assisted estheticians and massage therapists in setting up rooms and stations with supplies.
 - Helped customers feel relaxed and comfortable through conversation and personal relatability.
 - Maintained up-to-date knowledge of store sales, payment policies and security standards.
 - Used product knowledge, sales abilities and customer relations skills to drive substantial sales increases.
- 04/2013 to 08/2015

Merchandise Coordinator

Walt Disney World – City, STATE

 - Operate a Point-of-Sale System (POS).
 - Money room/ money pick up/drop off/ building tilts and money room trainer.
 - Updated pricing and signage to complete product displays and educate customers.
 - Answered customer questions regarding store merchandise, department information and pricing.
 - Monitored inventory levels and kept adequate stock in product displays on sales floor.
 - Helped customers locate products and checked store system for merchandise at other sites.
 - Prepared merchandise for sales floor by pricing or tagging.
 - Engaged with customers to effectively build rapport and lasting relationships.
 - Tracked stock using company inventory management software.
 - Trained and developed new hires in company processes, product knowledge, customer service and selling techniques.
 - Increased sales by offering advice on purchases and promoting additional products.

EDUCATION

High School Diploma
San Juan Virtual School - San Juan, PR