

Jessica Claire

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EDUCATION

- Associate of Arts | Computer Science12/2022
Broward College, Fort Lauderdale, FL
- High School Diploma06/2019
West Park High School, West Park, FL

PROFESSIONAL SUMMARY

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

SKILLS

- Decision Making
 - New Hire Onboarding
 - Retention Program Development
- MS Office
 - Advanced computer skills
 - Highly motivated

WORK HISTORY

CUSTOMER SERVICE REPRESENTATIVE04/2020 to CURRENT
Common Spirit | Lincoln, NE

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Provided primary customer support to internal and external customers.
- Answered constant flow of customer calls with minimal wait times.
- Evaluated account and service histories to identify trends, using data to mitigate future issues.
- Cultivated customer loyalty, promoted repeat customers and improved sales.
- Used company troubleshooting resolution tree to evaluate technical problems and find appropriate solutions.

CUSTOMER RETENTION/WORKFORCE MANAGEMENT ANALYST04/2019 to 02/2021
Clubcorp Club Operations, Inc. | Milton, GA

- Talks to customers over the phone, email, online chat or social media to resolve their questions or concerns
- Maintains and updates customer information as necessary
- Calmly attempts to resolve and de-escalate any issues
- Escalates calls to supervisor when necessary and appropriate
- Responds to requests for assistance and/or possible processing of credit card authorizations
- Tracks call-related information for auditing and reporting purposes
- Provides feedback reports on call issues related to downtime and/or training issues
- Upsells to customers as necessary
- Interface with center management and central operations regarding factors that may impact staffing and service levels; assist in coordinating center activities with central operations.
- Implement effective administrative tracking, analytical and trending procedures to support the unit's goals.
- Maintain workforce management system and integrity of workforce data (i.e. Agent data, archiving reports, deleting old schedule runs, etc.)
- May be responsible for producing periodic productivity and other required ad- hoc reports from the workforce management system
- Manage intraday call volume trends to ensure a more effective and efficient workload.
- Adjust intraday workforce requirements based on changing/dynamic forecasts'
- Schedule all transaction based work and special events for optimal service levels and occupancy (e.g., meeting, training, coaching, email, queue work, projects)
- Generate daily, weekly, and monthly statistics on adherence, attendance and ACD/CMS information for management and capacity planning if requested
- During periods of coverage needs perform any command center duties as required by the Workforce Manager (i.e., RTA, SLC, scheduling, etc.).

IN-STORE/DELIVERY DRIVER06/2018 to 05/2019
Papa Johns | City, STATE

- Managed customer service issues with professionalism and analytical approaches to maintain satisfaction and promote continued brand loyalty.
- Inspected truck equipment and supplies and reported problems and safety hazards to supervisors following each shift.
- Boosted revenues by upselling and cross-selling products to new and established customers.
- Contacted customers prior to delivery to confirm and coordinate delivery times.
- Completed rush deliveries on tight timetables to satisfy customer needs.
- Fostered positive working relationships with customers by responding to questions and concerns.
- Worked overnight shifts during peak periods to meet coverage needs.
- Reported customer questions, issues and complaints to management.

SANDWICH ARTIST/MANAGER08/2018 to 02/2019
SUBWAY®Restaurants | City, STATE

- Communicated menu item information and offered suggestions to promote featured products.
- Organized work areas to foster efficiency and model exceptional kitchen etiquette.
- Assisted guests, including offering personable greetings and taking orders.
- Identified price of goods and calculated bills with optical price scanners, calculators and cash registers.
- Provided product information and menu item explanation in consideration of dietary restrictions.
- Assisted customers in choosing menu items by providing food complementing information.
- Maintained clean, sanitized and well-organized food preparation zones.
- Met sales targets by encouraging customers to buy extra food items such as drinks, desserts and sides.
- Reduced customer wait times by quickly and efficiently operating customer window and sales register.

HOSTESS03/2017 to 06/2018
Dough Boys Pizza | City, STATE

- Maintained highly loyal clientele by delivering unparalleled service at every stage of restaurant dining experience.
- Assisted managers with quickly resolving service- and food-related issues.
- Collected credit card, cash and gift certificate payments and dispensed change for cash transactions.
- Cultivated positive guest relations by managing information and orchestrating speedy seating.
- Took reservations by phone and walk-in, keeping scheduling demands and kitchen output in time to avoid overbooking.
- Supported servers, food runners and bussers with keeping dining area ready for every guest.
- Stayed in open communication with kitchen team to assess cooking times, avoid worker overload and minimize customer dissatisfaction.

LANGUAGES

- English: Negotiated
- Spanish: Negotiated
- Japanese: Negotiated