

# Jessica Claire

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## SUMMARY

- Dedicated hospitality and customer service consultant, offering more than 10 years in the hospitality, airline, and retail industry, as well as an in-depth knowledge of customer experience measurement in various industries.

## HIGHLIGHTS

- Staff motivation and training
- Data entry
- Relationship-building
- Reliable
- Conflict resolution
- Cash handling expertise
- Steton expert
- Open to travel
- Hospitality knowledge
- Food & beverage knowledge
- Customer service surveys
- Superb interpersonal skills

## EXPERIENCE

### CONSULTANT

11/2013

#### Expeditors International Of Washington, Inc. | Hidalgo, TX

- Conducted customer experience audits on a major US Airline
- Reported on cleanliness and condition of airports, lounges, & aircraft
- Reported on service provided by airline personnel
- Traveled the world while conducting audits on a major US Airline
- Transitioned Walmart Supercenter, Sam's Club, and Neighborhood Markets to a new cash handling process
- Conducted manager meetings with store management to review their new processes in the cash office
- Conducted Brand Standard Audits for a global hotel corporation
- Held meetings with Property management, owners, and investors on how to improve their product and congratulate them on their successes

### PEO OPERATOR

06/2013 to 09/2013

#### Methodist Health System | Southlake, TX

- Answered guest calls for ten Las Vegas Resorts
- Extensive knowledge of Las Vegas hotel and entertainment industry
- Forbes Customer Service trained
- Answered department telephone calls within three rings, using correct salutations and telephone etiquette.

### NIGHT AUDITOR

02/2013 to 06/2013

#### Confederated Tribes Of Coos, Lower Umpqua, And Siuslaw Indians | Florence, OR

- Reconciled business day sales
- Monitored room availability
- Processed credit card transactions during the checkout process
- Referred guests to local restaurants and recommended attractions in the area
- Greeted all guests in a courteous and professional manner.

### CUSTOMER SERVICE MANAGER

10/2011 to 11/2012

#### Clean Harbors, Inc. | Rohnert Park, CA

- Supervised 25 - 30 associates a day
- Assisted with cash management and asset protection duties
- Communicated issues with assistant store management team
- Processed MoneyGram and bill payment services

## EDUCATION

### Hospitality

#### Johnson & Wales University, Denver, CO

Coursework in Hospitality and Tourism Management

### Hospitality

#### Metropolitan State College of Denver, Denver, CO

Coursework in Hospitality and Tourism Management