

Jessica Claire

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SUMMARY

Confident motivational leader and organizational problem-solver with progressive management, team building, and customer service skills. Diverse experiences stepping into several management, operational, merchandising, and specialty roles over the last 15 years. Committed to learning, sharing knowledge and experience to drive company success. Diligently organizes and coordinates to meet business demands. Focused and enthusiastic individual well-versed in creating optimal strategies and mentoring employees.

SKILLS

- Licensed heavy equipment operator 2010
- Founder and President of Non Profit Brother’s and Sister’s Keeper’s Recovery est. Jan 2013
- Volunteer at Pocatello’s Women’s Correctional Facility since 2013
- Crusader for community involvement
- Recovery/Mental Health Advocate
- Conflict Resolution Techniques
- Verbal and Written Communication
- Organizational, Strong Documentation and Reporting
- Motivational Leadership
- Coaching, Training, Mentoring, and Development
- Impactful Well Balanced Performance Evaluations
- Managing Operations and Efficiency
- Excellent Customer Service
- Team Building Leadership
- Leading Team Meetings
- Call Center Operations
- Performance Management
- Performance Evaluations

EXPERIENCE

- 05/2006 to Current

Sales Associate, Designer/Department Manager, Assistant Manager, Receiving and Customer Service Manager

Home Depot – City, STATE

 - Of Flooring, Doors, Windows, Window Treatments), Managing top purchasing business accounts for multiple contractors at a time
 - Performed opening and closing duties as part of the management team and handled cash management
 - Conducted job interviews, led employee performance evaluations, delivered constructive feedback to improve performance, and rewarded top performers to attract and retain quality associates
 - Cultivated talented teams of employees through outstanding mentoring, coaching and teaching skills
 - Motivating through daily team meetings, reviewing goals, upcoming events, opportunities, and gains
 - Shipping and receiving freight with accuracy and operational savvy
 - Working lominger competencies, and blueprinting with enthusiasm, that cultivates a growing environment, adding value not only professionally, but personally.
 - Handling internal and external praise and complaints and having appropriate conversations with associates through praise and company reward programs, or proper performance documentation for complaints that would fall within the code of conduct
 - Supported operational shrink processes, safety awareness, reviewed sales and inventory data, identified trends and prepared research and documentation on resolution to Superiors
 - Maintained impeccable office organization to support efficiency, professionalism and performance objectives
 - Elevated customer satisfaction ratings by friendly service, resolving customers' questions or issues timely, efficiently, and with reliable follow through and communication
 - Empowered and confident to handle complex or upset customers situations and de-escalating before it would need to go to a Superior.

08/2005 to 05/2006

Sales Associate/ Team Leader

Dillard's – City, STATE

- Kid’s and Women’s Shoes
- Exceeded weekly goals consistently by enthusiastically greeting customers, using excellent verbal skills to engage in conversation and effectively determine needs and requirements, helping boost customer satisfaction and increase customer service ratings
- Applied strong problem-solving and interpersonal skills to resolve conflicts
- Processed merchandise returns and exchanges for customers to refund payments, trade items and offer store credit
- Calculated pricing, applied discounts and collected payments to process transactions
- Maintained visually appealing and effective displays for the entire store to drive sustained revenue and move target products
- Recommended sales and promotional improvements, planned marketing activities, upgraded store design and maintained showroom to create customer-friendly sales environment
- Mentored new employees on customer service, money handling and organizing strategies to maximize performance, productivity and team success
- Reset store displays for special events and seasonal merchandise changes
- Met with management to offer feedback on operations and promotions based on customer preferences and purchasing habits
- Expanded and constantly cultivated knowledge of current products, sales and promotions and shared this knowledge with the customer to close sales.

07/2003 to 08/2005

Server, Hostess, Busser, Prep Cook, Dishwasher, TeamLeader

Winger’s – City, STATE

- Greeting and serving guests, managing personal till, prepping food, dishwasher, bussing tables, cleaning store, taking and preparing To Go orders
- Coaching, mentoring, training new associates
- Provided exceptional service to high volume of daily guests, building a rapport creating repeat business
- Followed restaurant guidelines in regards to food safety and hygiene to prevent illness
- Navigated job responsibilities and completed regular tasks by interacting effectively with other employees
- Operated POS terminals to input orders, split bills and calculate totals.

EDUCATION AND TRAINING

- 01/2005

Boise State University - Boise, Idaho
- 01/2002

Pocatello, Idaho
- 01/2001

High School Diploma
Pocatello High School, Idaho Idaho State University - Pocatello, Some