

JESSICA CLAIRE

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CORE QUALIFICATIONS

- Perform well in high-demand, fast-paced environments
- Computer proficient
- Customer friendly
- Dedicated to client satisfaction
- Results-oriented
- Quick learner
- Microsoft Office proficient
- File/records maintenance

EDUCATION

University of Texas Arlington
Arlington, Texas

Bachelor's degree: Psychology
Psychology

Dallas County Community
College- Eastfield College
Mesquite, Texas • 2013

Associate of Arts: General Arts
Maintained an average 3.4 GPA or higher

El Centro Community College
Dallas, Texas

Associates degree: General
Studies
General Studies

Texas Tech University ISD
Lubbock, Texas • 2007

Diploma: General Studies
General Studies

PROFESSIONAL SUMMARY

Hard-working, experienced customer service representative focused on positive personal and professional results and customer satisfaction. Reliable, ambitious, dedicated, versatile, and capable of taking initiative. Experience in secretarial, educational, and food service settings. Very resourceful, responsible, service-driven, and highly motivated. Flexible, mature, disciplined, and very positive. Always looking to grow and learn.

EXPERIENCE

Pursell Farms - Special Education Classroom Assistant
Sylacauga, AL • 07/2014 - 07/2015

- Assisted in the educational and social development of students under the direction and guidance of the facilitator and classroom teachers.
- Assist in the implementation of Individual Education Plans for the students and monitor their progress.
- Provided support for individual students inside and outside the classroom to enable them to fully participate in activities.
- Worked with other professionals, such as speech therapist, social worker, occupational and physical therapists. Assisted classroom teachers with maintaining student records. Supported students with emotional or behavior concerns and assist them in developing appropriate social skills.
- Assisted in the preparation and display of student work.
- Assisted classroom teachers with copying items to support teaching.
- Led classroom when teacher was unavailable.

Pursell Farms - Server
Sylacauga, AL • 02/2012 - 03/2015

- Resolved guest complaints.
- Consistently received positive feedback from guests on performance reviews.
- Developing long-term relationships with regular customers.
- Greeted customers in the restaurant, took and rang up orders, handled payment and thanked customers.
- Enforced safety procedures in accordance with facility policies and government regulations.
- Inspected and cleaned food preparation areas to ensure safe and sanitary food-handling practices.
- Inspected dining and serving areas to.

Walt Disney Co. - Server
Oklahoma City, OK • 07/2008 - 01/2012

- Ensured cleanliness and proper setup.
- Informed patrons of establishment specialties and features.
- Located items requested by customers.
- Spoke with patrons to ensure satisfaction with food and service.
- Checked patrons' identification to ensure that they met minimum age requirements for consumption of alcoholic beverages.
- Prepared checks itemizing total meal costs and sales taxes.
- Accepted payment from customers and made change as necessary.
- Answered telephone calls and responded to inquiries.
- Resolved guest complaints.
- Consistently received positive feedback from guests on performance reviews.
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- Checked patrons' identification to ensure that they met minimum age requirements for consumption of alcoholic beverages.
- Prepared checks itemizing total meal costs and sales taxes.
- Accepted payment from customers and made change as necessary.
- Answered telephone calls and responded to inquiries.
- Martin's Automotive Repair and Maintenance.

Caesars Entertainment Corporation - Secretary
Lula, MS • 2008 - 06/2008

- Handled daily heavy flow of paperwork and cooperated with the accounting departments on invoicing and shipping problems.
- Interacted with customers and retail buyers to follow-up on shipping statuses and expedited orders.
- Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
- Maintained cleanliness and presentation of waiting room and customer bathrooms.
- Assisted customers with store and product complaints.
- Provided customer service during an average of 40 calls per day by answering customer inquiries, solving problems and providing service information.
- Operated a POS system to itemize and complete customer purchases.
- Created and maintained an organized database of customer information.
- Greeted customers entering the store to ascertain what each customer wanted or needed.
- Communicated with vendors regarding back order availability, future inventory and special orders.
- Computed sales prices, total purchases and processed payments.
- Scheduled and confirmed appointments for entire management team.
- Assisted in all areas of administrative work including data entry, receptionist duties, file organization, research and development.

Kohl's Department Store - Cashier
City, STATE • 07/2007 - 11/2007

- Answered questions regarding the store and its merchandise.
- Computed sales prices, total purchases and processed payments.
- Greeted customers and ascertained customers' needs.
- Maintained knowledge of current promotions, policies regarding payment and exchanges, and security practices.
- Placed special orders and called other stores to find desired items.
- Operated a POS system to itemize and complete an average of 200 customer purchases a day.
- Dedicated to continuously improving sales abilities and product knowledge.
- Excelled in exceeding daily credit card application goals.
- Worked as a team member performing cashier duties, product assistance and cleaning while providing excellent customer service.
- Performed store opening duties, including counting cash drawers and checking all equipment for proper functioning.
- Folded and arranged garments in attractive displays.
- Processed merchandise exchanges.
- Accurately balanced cash drawer after every shift.
- Built long-term customer relationships and advised customers purchases and promotions.

PROFESSIONAL AFFILIATIONS

ACCOMPLISHMENTS

- Client Service Developed long-term relationships with customers which increased repeat business.
- Maintained a positive dining experience for all restaurant patrons.
- Food Service Managed high turn-over rate while maintaining quality service.
- Customer Service Collaborated with coworkers and management to ensure the delivery of efficient, high-quality service.
- Consistently recognized by management for providing superior customer service.

SKILLS

Accounting, Administrative, Automotive Repair, Cash Management, Cashier, Communication skills, Credit, Client Relationship Development, excellent customer service, customer service, data entry, database, government regulations, inventory, invoicing, performance reviews, policies, POS, quality, receptionist, research, retail, safety, sales, shipping, taxes, telephone, Customer satisfaction, Lesson planning, Office management, File management, Rapid typing speed, Computer skills, Experience with office equipment, Customer Needs Assessment, Patience, Works well with teams, Teaching skills, Experience with special needs and disabilities, Restraint training, Math skills training