

# JESSICA CLAIRE

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## PROFESSIONAL SUMMARY

Hardworking operations specialist skilled in managing aircraft operations to promote passenger safety and aircraft efficiency. Well-versed in maintaining flight logs with accuracy. Desire to bring 4 years of airport experience and take on dynamic opportunity with the military. Experienced operations specialist with over 4 years of experience in the industry. Excellent reputation for resolving problems and improving customer satisfaction. Knowledgeable and dedicated customer service professional with extensive experience. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses. Customer Service Representative bringing top-notch skills in oral and written communication, active listening and analytical problem-solving skills. Enhances customer experiences by employing service-oriented behaviors, understanding customer desires and providing customized solutions to build loyalty. Dedicated Retail Service Specialist focused on giving every customer top-notch support for any request. Handles high-volume work with organized approach by staying on top of routine needs and special requests. Offers valuable administrative, customer relations and sales abilities. Experienced Lifeguard versed in keen observation of swimmers and safety protocols. Offered valuable tips and instruction to patrons of various ages to build confidence and strength in water. Strong communicator and team player with superior work ethic. Accomplished lifeguard with experience in lifeguard operations and swim instruction.

## SKILLS

- Aviation operation systems
- Good listening skills
- Responsible
- Compassion
- Data management
- Customer service
- Responding to Difficult Customers
- Order and Refund Processing
- Calm and Professional Under Pressure
- Creative Problem Solving
- Courteous with Strong Service Mindset
- Efficient and Detail-Oriented
- Patient and Empathetic

## WORK HISTORY

**Aviation Operations Specialist**, 08/2017 - 04/2021

Tampa Metropolitan Area Ymca – Tampa, FL

- Posted and interpreted weather reports and decoded sequence reports.
- Adhered to safety procedures when managing logistics for pilot and ground crew.
- Supported operations by managing professional communications, tracking data and managing records.
- Created and implemented filing and organization practices for documents, reports, and calendars.
- Reduced regulatory risks by acquiring documents, certificates, clearances and approvals from appropriate agencies.
- Addressed urgent issues, including medical emergencies and flight operation obstacles, as both first responder and emergency management leader.
- Responsibilities for the readiness, health, and welfare of all soldiers. Postal and personnel accountability support, and maintain emergency notification data.

**Floor Salesman**, 05/2013 - 01/2014

Lids – City, STATE

- Operated cash registers and managed financial transactions.
- Cleaned display cases, shelves, and aisles and packed customers purchases in bags or cartons.
- Coordinated efficient restocking of sales floor with current merchandise and accurate signage for current promotions.
- Supported loss prevention goals by maintaining accurate drawers and monitoring shopper behavior.
- Approached browsing customers to initiate conversations to determine buying preferences.
- Approached each problem with fresh mind and analytical strategies to quickly resolve concerns.
- Greeted customers, helped locate merchandise and suggested suitable options.
- Prepared merchandise for distribution and placement across sales floor by building pallets and tagging products.
- Developed strong rapport with customers and created positive impression of business.
- Refunded payments for returned items, processed exchanges and offered store credit to achieve customer satisfaction.
- Checked pricing, scanned items, applied discounts and printed receipts to ring up customers.
- Achieved sales goals and service targets by leveraging interpersonal communication skills and product knowledge to cultivate and secure new customer relationships.
- Implemented up-selling strategies such as recommending accessories and complementary purchases to boost revenue.

**Bus Boy**, 10/2012 - 04/2013

4th Quater Restaurant – City, STATE

- Transported dirty utensils, dishes and trays to kitchen to support efficient cleaning.
- Maintained adequate levels of condiments and well-stocked drink stations to keep service flowing smoothly.
- Worked quickly, communicated with other staff and always looked for better ways of completing tasks to improve productivity and keep tables ready for incoming guests.
- Provided smooth and timely service to customers by providing additional silverware, extra napkins and cleaning spills.
- Checked dining area supplies, including linens and wrapped silverware, and replenished low stock.
- Kept close eye on customers to quickly spot leaving guests and clear tables for future patrons.
- Organized and cleaned assigned sections by sanitizing and cleaning table, counter and kitchen surfaces.
- Collected trash, wiped up spills and removed trays to maintain fresh and clean customer areas.
- Greeted customers and answered any questions.
- Monitored dining room inventory and replenished as necessary.

**Lifeguard**, 05/2012 - 10/2012

Continental Pool – City, STATE

- Learned and maintained proficiency in first responder skills such as First Aid and CPR to offer individuals in distress optimal support.
- Prevented falls near and into pool by calmly reminding patrons to exercise caution around edges.
- Entered water immediately to pull struggling swimmers to safety.
- Consulted with emergency personnel while securing scene.
- Maintained rescue equipment in peak condition by conducting inspections and completing basic repairs.
- Garnered valuable swim instruction to patrons of various ages to build confidence, strength, and skills in positive learning environment.
- Observed recreational users to detect safety concerns and prevent ongoing violations.
- Share tips with patrons on swimming techniques and strength training.
- Complied with pool policies and procedures and offered suggestions to staff to maximize safety awareness.
- Attentively monitored swimmers to identify distress.
- Monitored safety of all guests in and around swimming pool.
- Performed lifesaving measures, including CPR during incidents until paramedics arrived on scene.

## EDUCATION

**No Degree**

Chowan University - Murfreesboro, NC

**High School Diploma**: 06/2014

Kecoughtan High School - Hampton, VA