

# Jessica Claire

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## Professional Summary

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.

Reliable Packager with experience packing merchandise and checking orders. Team-oriented and efficient with success in accomplishing production goals. Proven skills in organizing, maintaining workspaces and solving problems with minimal direction.

Experienced Aviation Sailor with 3 years of knowledge and the ability to clean, repair and maintain F/A-18 aircraft. Accustomed to working in all conditions, remaining calm and composed. Consistently demonstrates exceptional quality service, teamwork and decision-making talents.

## Skills

- Military maintenance requirements
- Knowledge of aircraft hardware and materials and processes.
- Strong communication
- Customer Service
- Leadership
- Detail-oriented
- Teambuilding
- Organization and Time management
- Self-motivated professional
- Adaptability
- Good listening skills
- Occupational Safety
- Conflict Resolution
- Troubleshooting
- Maintenance & Repair
- Critical thinking
- Food Preparation
- Drawer management and Cash Register systems
- Cleaning and sanitizing

## Work History

**Aviation Machinists Mate**, 04/2018 - Current

**Henkel** – Miami, FL

- Preformed tasks to maintain and repair aircraft engines and fuel systems.
- Preformed fuel samples to ensure no contaminants were in the aircrafts' fuel.
- Performed flight line functions including preflight and postflight requirements.
- Assisted with aircraft and equipment transport and movement.
- Completed all paperwork requirements for each task, including recording maintenance actions in aircraft logbooks.
- Maintained, inspected, adjusted and packed aircrew flight equipment.
- Maintained orderly and safe work environment by enforcing tool control and FOD awareness, prevention and safety at all times.
- Maintained aircraft equipment and tools to achieve operational readiness, safety and cleanliness.
- Directed pilots during the launching and landing of their aircraft on the flight line/flight deck.
- Cleaned and preformed daily maintainance as well as kept aircraft in order.
- Participated in hundreds of FOD (foreign object damage) walkdowns to maintain safety on the flight line/flight deck.
- Worked flexible and long hours; night, weekend, and holiday shifts.

**Packer**, 01/2018 - 04/2018

**Maverik** – Spring Creek, NV

- Protected materials for transport by correctly packaging products boxes and crates.
- Conducted in-depth inspections of outgoing shipments to support quality assurance goals.
- Inspected outgoing shipments to verify accuracy and prevent errors.
- Promoted delivery efficiency by accurately labeling and organizing containers.
- Kept records accurate and current by documenting all movements in company system.
- Checked packing slips and other documentation to appropriately box items requested by clientele.
- Willingly took on extra hours and shifts during busy periods to meet tight shipping deadlines.
- Quickly and properly wrapped and boxed flowers and foliage items, maintaining uniformity to meet fulfillment targets.
- Reviewed orders by inspecting labeling, packaging and contents.

**Team Member**, 01/2017 - 01/2018

**Vail Resorts** – Colorado Springs, CO

- Learned the cash register, food preparation, and making orders in order to provide skilled backup for diverse roles.
- Wrapped and packed perishable food and placed in boxes/bags based on quality and quantity.
- Pursued learning opportunities to advance knowledge and take on leadership position.
- Used proper handling and preservation methods while packaging and storing food products.
- Maintained clean, trash-free workspaces to maximize productivity and safety.
- Used downtimes to prepare ingredients and restock supplies for expected busy periods.
- Measured, mixed and cooked ingredients properly in alignment with nutritional restrictions.
- Followed food preparation and storage guidelines established by Health Department.
- Prevented food spoilage by monitoring dates, rotating stock and following proper storage procedures.
- Organized, arranged, and re-stocked the "line"(food prep) station.
- Answered questions about store policies and concerns to support positive customer experiences.
- Operated cash register for cash, check and credit card transactions.
- Increased sales by offering advice on purchases and promoting additional products.
- Promoted customer loyalty and consistent sales by delivering friendly service and knowledgeable assistance.

**Hostess**, 10/2016 - 01/2017

**Hibachi Grill** – City, STATE

- Cultivated positive guest relations by managing information and orchestrating speedy seating.
- Answered customer questions about hours, seating, food items, allergens, etc.
- Assigned patrons to tables suitable for needs and restaurant section rotation.
- Took reservations and to-go orders by phone, answered customer questions and informed of accurate wait times.
- Helped waitresses by taking drink orders, seating and answering any questions patrons may have.

## Education

**High School Diploma**: 06/2017

**West Deptford High School** - West Deptford, NJ

## Certifications

- Certified Aviation Machinists' Mate, US Navy - 3 Years