

Jessica Claire

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SUMMARY

- Highly energetic
- Reliable and outgoing and detail-oriented nature
- Handles multiple responsibilities simultaneously
- Providing exceptional customer service
- Flexible hard worker
- Ready to learn and contribute to team success
- Dedicated employee
- Known for punctuality, pursuing employment options
- Good customer service
- Positive attitude
- Technologically-savvy
- Time management
- Multitasking abilities
- Attentive to customer needs
- Break down technical problems
- Develop effective solutions
- .Positive atmosphere promotion
- Creative lesson plans
- Training and Development
- Excellent reading comprehension
- Organizational development knowledge
- Public Speaking
- Proofreading/editing
- Teaching,tutoring and counseling
- Organizer
- Collaborative
- Conflict revolutionist
- People skills
- Book smart

SKILLS

- Payment processing
- Training and development
- High-energy attitude
- Call Center Operations
- Business development understanding
- Stockroom procedures
- Inbound and Outbound Calling
- Office equipment proficiency
- Collecting information
- Type 35+ wpm
- Conflict mediation
- Problem Resolution
- Working collaboratively
- Decision-making
- Planning
- Active listening
- Leadership
- Organization
- Multitasking
- Relationship building
- Basic math
- Reliable and trustworthy
- Problem resolution
- Troubleshooting
- People skills
- Collaboration
- Organizational skills
- Critical thinking
- Time management
- Supervision
- MS Office
- Communication
- Team building
- Computer skills
- Conflict resolution
- Surveying
- Able to stand for hours
- Able to stand for 10+ hours
- Customer seating
- Friendly, positive attitude
- Cleaning and sanitizing
- Guest and client satisfaction
- Payment methods
- Call center operations
- Prospecting skills
- System documentation
- Account updating
- Providing customer support
- Call documentation skills
- Call control skills
- Resolving issues
- Customer communications
- Membership renewals
- Direct sales
- Product organization

EXPERIENCE

- 12/2021 to Current **PCA (Patient Care Advocate)**
Enzo Life Sciences, Inc. – Farmingdale, NY
- Educated customers on special pricing opportunities and company offerings.
 - Documented conversations with customers to track requests, problems and solutions.
 - Assisted customers in making payments on accounts and setting up payment plans.
 - Provided outstanding service to new and long-standing customers by attending closely to concerns and developing solutions.
 - Reviewed customer account information to determine current issues and potential solutions.
 - Made outbound calls to obtain account information.
 - De-escalated problematic customer concerns, maintaining calm, friendly demeanor.
- 06/2021 to 08/2021 **Warehouse Associate**
Avidxchange – Usa ● Salt Lake City, UT
- Moved boxes, containers and pallets with special-purpose equipment to meet demanding production targets.
 - Monitored work areas for cleanliness and functionality and removed obstacles for safety.
 - Demonstrated great teamwork skills with staff members involved in production and transport.
 - Maintained business operations by communicating with coworkers and managers.
 - Unloaded incoming products off trucks, sorted items in staging area and transported items to final storage locations.
 - Used pallet jacks to move items to and from warehouse locations.
 - Assembled cartons, crates and containers to prepare for shipping.
 - Used tools, sprayers and cleaning solutions to disinfect work areas.
 - Kept work areas clean, neat and organized for optimal productivity and worker safety.
 - Carried out duties within fast-paced retail environment, providing organized stocking methods and plans.
 - Loaded perishable goods into environmentally controlled trucks.
- 08/2018 to 08/2020 **Customer Care Representative**
Circle K Stores, Inc. – Birmingham, AL
- Monitored office supply use and stock levels and placed replenishment orders.
 - Sorted and distributed incoming mail, dispersing to appropriate departments and personnel.
 - Maintained accurate bookkeeping of important files, running reports and delivering updates on occupancy and revenues.
 - Opened, sorted and routed incoming mail and answered correspondence.
 - Reviewed safety, health and sanitation processes throughout areas and enforced rules to promote security and safety.
 - Addressed and welcomed large volume of guests to business per day, improving overall customer service and engagement.
 - Managed customer complaints and rectified issues to complete satisfaction.
 - Handled payment processing and provided customers with receipts and proper bills and change.
- 01/2016 to 12/2018 **Customer Service**
BaseCleaningMassMade – City, STATE
- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
 - Answered incoming calls and offered highest level of professionalism and knowledgeable service to every customer.
 - Documented conversations with customers to track requests, problems and solutions.
 - Communicated information to customers about product quality, value and style.
 - Informed customers about billing procedures, processed payments and provided payment option setup assistance.
 - Suggested products and services to clients based on individual needs to drive consistent sales.
 - Escalated customer concerns, store issues and inventory requirements to supervisors.
 - Processed customer account changes with proprietary software.
 - Answered inbound customer calls and responded to inquiries.
 - Responded to customer questions about products and services.
 - Supported customer service goals and enhanced relations through friendly, knowledgeable and positive communication.
 - Greeted guests promptly with positive attitude and asked open-ended questions to better understand shopping needs.
 - Maintained cleanliness of front entry area.
 - Observed customers coming and going to protect store assets.
 - Scheduled reservations and notified servers and managers of large groups to prepare seating in advance.
 - Greeted incoming guests to assess needs and monitor behaviors for signs of suspicious activities.

EDUCATION AND TRAINING

High School Diploma
Poteet High School - Poteet, TX