

JESSICA CLAIRE

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SUMMARY

Versatile Lead Advocate skilled in all aspects of client relationships management and satisfaction. Client-first attitude toward accomplishing tasks. Dependable and diligent individual with over 4 years of experience working in social & homeless service settings. Motivated staff member displaying high level of flexibility, adaptability and organizational skills. Superior leadership skills and demonstrated track record of success working with diverse client populations in one-on-one and group settings. Caring worker offering expertise with quickly building trust and rapport with clients from diverse cultures. Dedicated employee known for punctuality, pursuing employment options where exceptional client service and positive attitude will make a difference.

SKILLS

- Crisis Intervention
- De-escalation tactics
- Social Service
- Route management
- Project management abilities
- Report creation
- Shipping and receiving understanding
- Schedule mastery
- Employee coaching
- Conflict mediation
- Promotional support
- Microsoft Office expertise
- Product organization
- High-energy attitude
- Senior leadership support
- Data intake & evaluation
- Client relations
- Cross-functional collaboration
- Quality control
- System implementation

EDUCATION AND TRAINING

Federal Way High School
Federal Way, WA • 06/2010
High School Diploma

EXPERIENCE

Founding Farmers - Lead Client Advocate

King Of Prussia, PA • 07/2017 - Current

- De-escalated problematic client concerns, maintaining calm, friendly demeanor.
- Handled client inquiries with exceptional professionalism and enthusiasm.
- Informed clients about all services offered by agency.
- Fielded client complaints and queries, fast-tracking them for problem resolution.
- Cultivated impactful relationships with clients
- Engaged clients with proactive strategies to understand needs and develop successful solutions.
- Investigated issues using knowledge base and personal experience to complete timely resolutions.
- Completed diverse tasks on daily basis to serve client needs
- Mentored junior team members and managed employee relationships.
- Trained new employees on procedures and policies to maximize team performance.
- Served needs of as many as 200 clients per shift, including resolving client crisis issues when needed.

Tapestry, Inc. - Prep Cook

Birmingham, AL • 03/2015 - 09/2017

- Maintained consistent quality and high accuracy when preparing identical dishes every day.
- Organized and labeled stock of ingredients to maintain needed inventory levels.
- Adhered to all regulatory standards regarding safe and sanitary food prep.
- Prepped vegetables and ingredients by washing, chopping and dicing.
- Helped train and develop new talent.
- Dressed, seasoned and garnished appetizers and salads to prepare for food service.
- Operated grills and steamers to prepare vegetables, potatoes, rice and meats.
- Modified standard recipes to account for ingredient issues, customer requests or substitutions for allergen concerns.
- Assisted with dining room tasks by removing soiled dishes during meal service and returning to kitchen for washing.
- Prepared dishes in fast-paced environment working with teammates to maintain high customer satisfaction rate.
- Observed food handling and sanitation procedures to safeguard against foodborne illnesses.
- Maintained clean and orderly kitchen with regular attention to checklists.
- Processed incoming deliveries, rotated stock and put away new items in correct locations.
- Operated kitchen tools safely and used great knife skills to quickly prepare ingredients.
- Carved meats into precise cuts for cooking.
- Handled basic reductions and parboiling without supervision.

Ralph Lauren - Sales Associate

City, STATE • 12/2015 - 06/2017

- Arranged new merchandise with signage and appealing displays to encourage customer sales and move overstock items.
- Built and maintained relationships with peers and upper management to drive team success.
- Answered incoming telephone calls to provide store, products and services information.
- Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.
- Assisted teammates with sales-processing tasks to meet daily sales goals.
- Acted as initial contact in addressing customer concerns.
- Offered product and service consultations and employed upselling techniques.
- Retained product, service and company policy knowledge to serve as resource for both coworkers and customers.
- Trained all new sales employees on effective sales, service and operational strategies to maximize team performance.
- Built trusting relationships with customers by making personal connections.
- Processed orders through company system and coordinated product deliveries.
- Worked with fellow sales team members to achieve group targets.
- Coached team members on security risks and loss prevention to aid in mitigating store theft.
- Acted as point of contact for internal and external customers across departments.
- Recorded and resolved daily transactions to promote revenue generation and customer satisfaction.