

JESSICA CLAIRE

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SUMMARY

Positive, upbeat, brings more than 18 years of customer-facing experience in fast-paced settings. Highly adaptable to addressing diverse customer needs. Proven history of building trust with customers to promote satisfaction, resolve concerns and maintain long-term loyalty. Dependable, strong work ethic and always ready to work and help as a team player.

I have a Louisiana retail floral license.

SKILLS

- Price Negotiation
- Vendor Relationships
- Flower Storage
- Bouquets, Corsages and Displays
- Artistic Flower Arranging
- Customer Orders
- Client Consultations
- Work Ethic
- Computer Skills
- Organizational Skills
- Friendly, Positive Attitude
- Reliable and Trustworthy
- Conflict Resolution
- Relationship Building
- Active Listening
- Training & Development
- Customer Service
- People Skills

EXPERIENCE

10/2016 to 02/2022 **Floral Designer**

Belmond – Charleston, SC

- Cut, arranged and produced flower bouquets and potted perennial plants according to customer specifications.
- Communicated clearly and effectively with customers to determine type of arrangement desired, occasion and date, time and location for each arrangement needed.
- Ordered and maintained floral inventory and supplies to meet customer demand and offer seasonal varieties.
- Participated in client consultations to discuss floral designs for special occasions, christenings, weddings and funerals.
- Shared details on how to properly care for purchased flowers and plants with customers.
- Stayed current on latest floral trends and supplier products by conducting careful research.
- Set up colorful and inspiring store displays and arrangements.
- Created tabletop and various other custom arrangements or pieces.
- Worked successfully with diverse group of coworkers to accomplish goals and address issues related to our products and services.
- Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.

09/2013 to 09/2016 **Management Trainee**

Erickson Living – Fairfax, VA

- Resolved customer issues efficiently to build loyalty.
- Assumed responsibilities of store manager during supervisor's absence.
- Communicated status of assigned responsibilities to management.
- Resolved client issues by delivering excellent customer service and maintaining positive attitude.
- Balanced cash drawer daily and performed opening and closing duties.
- Responded to advanced issues with professional and relationship-focused approach.
- Assisted with administrative tasks to better understand industry processes.
- Met with customers to discuss options for selection of products and services.
- Aided compilation of employee performance reviews to identify areas for training, provide feedback and set goals for improvement.
- Evaluated accounts to determine accuracy and resolve issues to maintain customer satisfaction.
- Shadowed managers to gain understanding of organizational expectations and management techniques.
- Assisted with projects and responsibilities to foster relationships with internal departments.
- Tracked, recorded and reported customer satisfaction data for each shift.
- Collaborated with management on marketing strategies to increase sales and gross profit.
- Contributed to outline and direction for employee project teams.
- Scheduled team members in busy office settings to facilitate appropriate coverage.
- Collaborated with manager to compile standardized policy to maintain compliance with company guidelines and regulatory requirements.
- Assisted with recruitment, interviewing and onboarding new employees.

02/2010 to 09/2013 **Store Manager**

Genuine Parts Company – Neptune, NJ

- Investigated and resolved variances with inventory records.
- Performed cycle counts on daily basis to immediately spot errors and apply remedies.
- Received incoming goods, checked paperwork and reviewed merchandise for accuracy against documentation.
- Received, checked-in and stocked merchandise throughout store, helped maintain store inventory levels and assisted with orderliness and cleanliness of sales floor and stock room.
- Organized and processed damaged goods according to vendor and manufacturer procedures.
- Assessed current inventories and brought in supplies to keep stock within optimal levels for expected demands.
- Managed weekly inventory and supply tracking, noting items requiring reorder.
- Verified receipt of returned materials to maintain accuracy of vendor credits.
- Provided top quality control while eliminating downtime to maximize revenue.
- Recommended improvements to management to regulate inbound load volume based on inventory requirements.
- Strengthened operational efficiencies and traceability by utilizing organizational filing systems for product placement.
- Entered information into system to update status reports.
- Reviewed accuracy of vendor credits by analyzing receipt of returned materials.

02/2005 to 01/2010 **Dog Groomer**

Metro Animals And Happy K9 – Plano, TX

- Developed long-term relationships with clients and bonded with animals through regular contact.
- Supported animal health by keeping areas clean, neat and properly sanitized.
- Cleaned and disinfected kennels and common areas to reduce spread of illness from infected animals.
- Removed waste from kennels, runs and exercise areas and placed in trash receptacles or in-ground septic systems.
- Cared for pets during owners' absences.
- Created consistent workflows by assisting with washing, drying and folding duties.
- Washed, groomed and trimmed each animal to enhance coat health.
- Assisted grooming staff with nail clipping, blow-drying and combing during peak hours and holidays.
- Observed animals and conducted examinations to identify signs of injury, illness or disease.
- Unloaded and organized supplies and product inventory.
- Refilled shampoo bottles, sanitized clippers, combs and brushes and placed clean towels at each station following shift completion.
- Examined animals for injury or illness and documented symptoms for veterinarian review.
- Explained lodging, grooming and care services to pet owners and cross-sold specialty products.
- Completed owner paperwork and obtained information regarding possible allergies, potential aggressive behavior, preferred food type and owner contact details.
- Delivered excellent service to pet owners to drive repeat business.
- Kept dogs safe by remaining alert to environmental conditions and nearby animals.

EDUCATION AND TRAINING

05/2003

High School Diploma

Grant High School - Dry Prong, LA

General Studies

LSUA - Alexandria, LA

Grooming License: Dog Grooming

Petsmart Grooming School - Flowood, MS