

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

I would like to consider myself as a results-driven professional with 10+ years of experience and focus on performance. I am known for building relationships, cultivating partnerships, retaining top accounts and growing profit channels. Focused on always growing customer base and increasing revenue numbers as well as always staying updated with the operations and production functions.

SKILLS

- Networking skills
- Relationship building and management
- Attention to Detail
- Critical thinking + Decision Making
- Equipment Function Testing
- Instrument Calibration
- Documentation and Recordkeeping
- Inspection and Testing Reports
- Data Analysis
- Digital Sales + CSR

WORK HISTORY

- 03/2021 to Current **Digital Sales Specialist**
Iheartmedia, Inc. – Dickinson, ND
For my Digital Sales position, I handle sales over : Chat, email, phone and Virtual Visit via Zoom. For this position, my prior QA, VX and Retail experience all play in the role to bring a full experience to our guests through a Digital format that usually starts over a chat. As part of my daily duties is to make my guest feel comfortable enough to agree for a call or zoom. During these calls, we communicate with the guest on what they need and with knowledgeable answers. Not only do we need to make a sale but its part of our duties to educate our guests. We also do have the obligation to be a support system to any guest we directly worked with even after the purchase, we are trained to build rapport for life time guests. As well as keeping updated on platforms such as:
- Slack
 - Jira
 - Google calendar
 - Zoom/ Calendly
 - Departments: Production and logistics
- 06/2020 to 03/2021 **Quality Assurance Specialist**
Webstaurantstore – Lancaster, PA
Overseeing 2 Different Department in their operations, perform daily Inspections and complete inspection sheets included but not limit to: item manufacturing build inspection, dimension and weight inspection, Law tag and shipping verification, machinery and operation inspection
* I am part of Internal, Customer, and floor audits, SOP/Work Instruction procedure, 5s+1 Program participant, and QA Data analyst
- LO-TO OSHA Certified and Forklift OSHA certified operator
 - Competent in Mattress/ Pillow Build, manufacturing, inspection and Shipment
- 10/2016 to 03/2019 **Licensed Insurance Broker**
Academy Auto Insurance – City, STATE
In Academy Insurance I earned my California State License to be an Auto and Home Insurance Agent. I had the amazing opportunity to learn a disciplined business, Sales. As part of my daily duties include but are not limited to providing Digital and In-Person Auto Insurance knowledge. All according to my certification in the state of CA for P&C, specializing in Auto Insurance. As well as providing exceptional Customer Service performed at the highest level of professionalism in person, over the phone, by email, text message, and company virtual chat.
* Creating, endorsing, reviewing policies for current and new policyholders
* Sale and Marketing Support Agent, and quote/estimate producer
* Knowledge of state laws and limitations, proficient knowledge of Company U/W, claim support, Border limitation, payment collection, and bonding policies
- 01/2012 to 10/2016 **Sales and CSR Supervisor**
Restaurant Depot – City, STATE
In Restaurant Depot I worked my way up to Sales and Customer Service Supervisor. As part of my daily duties included but not limited to:
Track per cashier (per day and week): Speed, Errors(Cash, scanned Items, discounts), Schedule implementation, In charge of over all staffing & performance of +/- 10 cashiers.
* Track Loss Product report: Update Inventory, create invoice for accounting office, update total sale chart.
* Cashier Scheduling: Days Off, Lunch breaks, 15Min Breaks. Approved over time, days off, early punch in/out, based on hour budget set by corporate and availability
* Approve Sales: sale rotation schedule, Discounts, Displays, Sales Magazine and add.
* Verify Ship Outs: pallet counts and container counts
* Verify payments with customers: Check Clearance, ID check, Invoice /Manifest Revision

EDUCATION

Associate of Arts: Business Administration

Cerritos College - Norwalk, CA

For this career choice, I did chose something that will help me in my present and future ventures. I do believe this choice gave me the tools to be able to learn about the general overview of how to run any business office. I learned about the importance of accounting for a business and knowing how to read a ledger and make healthy financial orders. I also learned the ideal ways to write a contract and to make it a successful agreement for both parties, especially yours. During this time, I participated in a lot of school events and performances that made me open my mind up to learning new things and leaving fears behind leading my team to be successful and proud recitals, speeches and learning conventions for our own peers

08/2011

High School Diploma

Lennox Academy - Inglewood, CA

My High school was a school I choose the battle to get admission to. I had to go through a series of tests, interviews, and essays to attend. Lennox academy was my high school of choice for many reasons but mainly for being a Green DOT school, one of the highest SAT scoring schools to this day in the State, and being a charter high school. One of my favorite things was one of the school's focus which was teaching us about finances, business, with personal accounting courses, musical and theatrical performances produced and created by the students that I was proud to be part of. In more importance anther focus for the school was included Math, Science, technology and art

CERTIFICATIONS

- Licensed Broker - Certified in 2016
- Forklift operator OSHA - Certified in 2020

LANGUAGES

Spanish:
Negotiated: