

# JESSICA CLAIRE

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## SKILLS

- Originality and Creativity
- Work Planning and Prioritization
- Product Illustration
- Problem Solving
- Illustration Preparation
- Verbal and Written Communication
- Company Logos
- Idea Visualization and Brainstorming
- Presentation Planning
- Creative Thinking
- Client Relations
- Illustration Sizing
- Decision Making
- Design Research
- Computer-Based Drawing
- Attention to Detail
- Quality Assessment
- Dependable and Cooperative
- Schedule Coordination
- Goal Setting
- Selling and Influencing
- Adaptability and Flexibility
- Relationship Building
- Desktop Publishing
- Time Management
- Responding to Difficult Customers
- Upbeat and Positive Personality
- Upselling Products and Services
- Building Customer Trust and Loyalty
- Understanding Customer Needs
- Creative Problem Solving
- Issue and Complaint Resolution
- Customer Account Management
- Order and Refund Processing
- Calm and Professional Under Pressure
- Data Entry and Maintenance
- Multitasking and Prioritization
- Patient and Empathetic
- Inventory Management
- Computer Proficiency
- Team-Oriented and Cooperative
- Proactive Self-Starter
- Inbound and Outbound Calling
- Staff Management
- Strategic planning
- Policies and procedures
- Budgeting
- Operations management
- Project Management
- Coaching and mentoring
- Sales and marketing
- Verbal and written communication

## EDUCATION

Little Elm High School  
Little Elm, TX • 06/2011  
*High School Diploma*

## PROFESSIONAL SUMMARY

Detail-oriented, organized and meticulous employee. Works at fast pace to meet tight deadlines. Enthusiastic team player ready to contribute to company success. Deadline-driven Graphic Designer focused on overseeing projects from concept through final delivery. Successfully creates brand messages, strategies and key graphic productions. Resourceful and hardworking with vendor sourcing expertise and empowering leadership skills illustrated over 3 years of industry success. Creative Graphic Artist and Designer with talent for developing unique custom artwork. Innovative approach to idea and concept development. Offering 3 years of expertise overseeing individual projects and brand development collections.

Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results. Knowledgeable and dedicated customer service professional with extensive experience in the customer service industry. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses. Diligent *manager* brings experience meeting customer needs in telecommuting environments. Skilled at listening to customers, meeting productivity targets and maintaining current knowledge of company offerings. Offers empathy, reliability and enthusiasm for satisfying customers.

## WEBSITE, PORTFOLIO, PROFILES

- [lillyshandmakes.etsy.com](#)

## WORK HISTORY

**Hatch - Graphic Designer**  
*White River Junction, VT • 12/2019 - Current*

- Completed in-depth product design tests with help of different software, models and design systems.
- Worked with clients to gather and define requirements, establish scopes and managing project milestones.
- Employed design fundamentals when selecting typography, composition, layout and color in design work.
- Applied knowledge of production to create high-quality images.
- Created broad range of work using various design techniques.
- Completed final touches for projects such as images sizes and font selection.
- Created digital image files for use in digital and traditional printing methods.
- Met with customers to present mockups and collect information for adjustments.
- Created designs and collaborated with technical team to complete projects.
- Developed creative design for print materials, brochures, banners and signs.

**University Of Maryland - Manager**  
*Berwyn Heights, MD • 02/2011 - 09/2018*

- Expanded cross-functional organizational capacity by collaborating across departments on priorities, functions and common goals.
- Controlled costs and optimized spending via restructuring of budgets for labor, capital assets, inventory purchasing and technology upgrades.
- Maximized performance by monitoring daily activities and mentoring team members.
- Directed staff and managed annual capital budget.
- Recorded inventory sales into organization's weekly income report.
- Onboarded new employees with training and new hire documentation.
- Developed and maintained relationships with customers and suppliers through account development.
- Achieved or exceeded financial goals on regular basis by controlling expenses, optimizing schedules and regulating inventory usage.
- Cross-trained existing employees to maximize team agility and performance.
- Raised performance in areas of sales, management and operations by identifying and targeting areas in need of improvement.
- Evaluated employees' strengths and assigned tasks based upon experience and training.
- Approved regular payroll submissions for employees.
- Assessed supplier quality to maintain tight cost controls and maximize business operational performance.
- Accomplished multiple tasks within established timeframes.
- Applied customer feedback to develop process improvements and support long-term business needs.
- Adjusted job assignments and schedules to keep pace with dynamic business needs, factoring in processes, employee knowledge and customer demands.
- Conducted monthly inventories of raw materials and components on work floor.
- Established and updated work schedules to account for changing staff levels and expected workloads.
- Maximized productivity by keeping detailed records of daily progress and identifying and rectifying areas for improvement.
- Delivered feedback to decision-makers regarding employee performance and training needs.

**Holistic Industries - Assistant General Manager**  
*Maryland, LA • 04/2009 - 02/2011*

- Oversaw inventory by ordering precise quantities of stock and executing corrective actions to drive profitability.
- Maintained well-controlled business inventory with minimal losses by enforcing solid monitoring and management structures.
- Mentored and motivated team members to achieve challenging business goals.
- Maintained secure cash drawers, promptly resolving discrepancies in daily totals.
- Handled cash accurately and prepared deposits.
- Performed pricing and estimates based on customer needs and requirements.
- Motivated, trained and disciplined employees to maximize performance.
- Boosted yearly profits through process optimization and improved training.
- Taught staff strategies for completing work and smoothly carrying out senior management directives.
- Enforced quality assurance protocols to deliver ideal customer experiences.
- Delivered full-scale business strategies resulting in increased customer satisfaction and operational enhancement.
- Managed budget implementations, employee reviews, training, schedules and contract negotiations.
- Managed team schedule with eye for coverage needs and individual strengths.
- Resolved problems promptly to elevate customer approval.