

Jessica Claire

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Summary

On the surface I am a highly-motivated employee with the desire to take on new challenges. With strong worth ethic, adaptability and exceptional interpersonal skills to get through tough challenges. Adept at working effectively unsupervised and quickly mastering new skills to help lead my team. I aim to be one of the best team leaders in the industry. In the background, I graduated from San Jose State University with a BA in communication studies. Hoping to take this newfound knowledge and apply to my small business and work hard to turn it from small to that of a massive company. With determination and eight years of experience, I hope to aim to be the best in the industry.

Skills

- Budget Control
- Recruitment and Hiring
- Customer Service Management
- Administrative Management
- Team Leadership
- Sales Tracking
- Business Leadership
- Staff Scheduling
- Training Management
- Performance Assessment
- Problem Anticipation and Resolution
- Decision Making
- Goal Setting
- Originality and Creativity
- Marketing Strategies
- Strategic Planning
- Sales Strategies
- People Skills
- Critical Thinking
- Customer Service
- Active Listening
- Supervision & Leadership
- Management Team Building

Experience

Management Executive, 01/2023 to Current

Cummins – Sioux Falls, SD

- Tracked monthly sales to generate reports for business development planning.
- Maximized time and employee productivity, consolidating data, payroll and accounting programs into centralized systems.
- Evaluated employees' skills sets to guide decisions regarding promotions and additional training.
- Worked with cross-functional teams to develop thoughtful product positioning strategies.
- Provided collaborative oversight in corporate communications to streamline data and information sharing.
- Mitigated financial discrepancies, auditing quotes, production and material budgets against bank reconciliations.
- Directed financial controls to manage and minimize organization's financial risks.
- Provided direct management of key functional managers and executives in business unit.
- Used excellent verbal skills to engage customers in conversation and effectively determine needs and requirements.
- Delegated work to staff, setting priorities and goals.
- Provided leadership, insight and mentoring to newly hired employees to supply knowledge of various company programs.
- Formed and sustained strategic relationships with clients.
- Event planning and catering
- Provide ideas on how to better market and advertise business to engage with clients and customers

Team Supervisor, 09/2022 to Current

Jostens – Phoenix, AZ

- Role includes working with jump starting gaming gear.
- Minor - major IT work depending on problems at hand
- Educate customers on products and key differences of both games and how the company is different from the metaverse itself
- Communicate with personal tech team if problems are beyond IT skills and can not be fixed alone.
- Enthusiasm for working in a gaming based company that's unique.
Welcome all visitors to the space.
- Host and monitor teams through their experience.
- Ensure areas are clean and presentable.
- Keep up to date with bookings and queries.
- Maintain the equipment and technology.
- Answer visitor enquiries and promote the experience to passers-by.
Communicate and cooperate with other venue staff and the wider team.
- Responsible for opening or closing the venue.
- Support the venue management with leading and developing the team.
- Follow Health & Safety procedures (including Covid-19 protocols)

Team Lead, 02/2019 to 02/2020

Marketsource – City, STATE

- Delegated daily tasks to team members to optimize group productivity.
- Monitored team progress and enforced deadlines.
- Counted inventory, resolved discrepancies and completed paperwork to keep system accurate and current.
- Followed staffing strategies to achieve production goals.
- Rotated through series of different stations based on team needs.
- Conducted thorough quality checks to verify conformance to specifications.
- Created and distributed monthly, quarterly and annual reports to management regarding performance.
- Vast knowledge in the electronics and majority of the tech industry
- Inform and advertise main position.
- Help guests through any tech related item or support.
- Activate phones through carriers & keep knowledge check to customers.
- Run consistent excel sheet of inventory and personal store site.
- Developing & connecting strong connections and forming relationships with customers/business partners.
- Work side by side with vendors informing of news of products.
- Manage station and file orders or forms for shipment of inventory back to warehouse and to stock up on office equipment for work station.
- Attend general meetings with district managers on site and on call to make sure stores are up to date and ready to work.
- Close sales with customers on phone plans or internet as well as with business workers that are in need of it.
- Provide great customer feedback and changes to satisfy customer's satisfaction.
- Self-learned, self-taught, and lastly we are our own independent managers when walking into the work station.
- Have the ability to do cold calls when needed
- Learn how to use the salesforce that the company uses

Education and Training

Bachelor of Arts: Communications, 05/2023

San Jose State University - San Jose, CA

Associate of Arts: Communications, 06/2020

De Anza College - Cupertino, CA

High School Diploma

Andrew P. Hill High School - San Jose, CA

Languages

English: Vietnamese:
Negotiated: Negotiated:

Websites, Portfolios, Profiles

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- <https://lilaccaffe.com/>