

# JESSICA CLAIRE

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## Summary

Helpful Customer Experience Agent passionate about delivering exceptional customer service to promote loyal business. Pleasant demeanor and excellent problem-solving skills. Dedicated to researching and identifying complete and lasting solutions to customer problems.

Enthusiastic individual with superior skills in working in both team-based and independent capacities. Bringing strong work ethic and excellent organizational skills to any setting. Excited to begin new challenge with successful team.

## Skills

- Merchandise restocking
- Customer Service
- Product recommendations
- Issue resolution
- Customer greeting
- ID verification
- Returns and exchanges
- Credit and cash transactions
- Customer assistance
- Training and mentoring
- Cash register operation
- Liquor regulations and compliance
- Payment processing
- Cash management
- Building guest relationships
- Guest teaching
- Guest observations
- Guest safety
- Guest service and assistance
- Guest service
- Delivering orders to guests
- Developing rapport with guests
- Guest interaction
- Guest satisfaction
- Guest and client satisfaction
- Guest communication
- Anticipating guest needs
- Guest relations expertise
- Greeting guests
- Guest liaison
- Guest conflict resolution
- Guest assistance

## Experience

### Guest Advocate, 10/2017 to 02/2020

Witt O'brien's – Washington, DC

Effectively communicated with guests the benefits of Redcard. created a "EFFECTIVE COMMUNICATION OF REDCARD" training program that was utilized to train new guest service advocates.

Consistently sold Redcards averaging 2 per day at a minimum and 10 maximum on busy shifts.

Became proficient with register and learned all new changes to the job as directed by my team leader

### Vice President of Human Resources, 01/1993 to 06/1996

Witt O'brien's – Miami, FL

- Analyzed compensation and benefits policies to develop modifications and establish competitive programs.
- Reduced accidents in workplace by being proactive with prevention by implementing safety policies and procedures.
- Created and implemented highly effective and individualized human resource solutions for clients.
- Advised managers on strategies for improving policy enforcement and eliminating any concerning behaviors or legal concerns.
- Liaised between management and employees.
- Conducted research to maintain up-to-date knowledge of relevant legislation and regulations and promote compliance with requirements.
- Identified and solved complex strategy problems that impact management and business direction.
- Executed strong negotiation skills to be able to see both sides and work to reach agreements that satisfy both parties.
- Executed integrated recruiting campaign across multiple media channels.
- Secured optimal productivity by supervising 6 employees on staffing and recruiting administrative, operational and clerical functions.
- Ensured legal compliance by maintaining all applicable state and federal requirements and provided representation at hearings.

### Vice President of Human Resources, 01/1986 to 05/1993

CALGENE (BIO-TECH PROGRAM) – City, STATE

- Executed strong negotiation skills to be able to see both sides and work to reach agreements that satisfy both parties.
- Negotiated collective bargaining agreements with labor unions, factoring in company profit and operational requirements to achieve favorable outcomes.
- Transformed underperforming and overstaffed department into trimmed-down and well organized staff.
- Reduced workers compensation claims by implementing strong return to work policy.
- Eliminated discrimination and harassment risks by investigating internal and EEOC charges for corrective action.
- Evaluated and updated compensation strategies to offer competitive employment packages and attract top-notch talent.
- Fostered positive employee attitudes toward organizational objectives through effective orientations and townhall meeting systems.
- Maximized HR efficiencies and maintained compliance with operational functions by performing background investigations, employment interviews, requisition posting, budgeting, statistical reporting, confidential document control and protocol development.
- Executed integrated recruiting campaign across multiple media channels.
- Improved operational efficiencies and tracking by creating filing systems to maintain confidential employee documents and reports.
- Advised managers on strategies for improving policy enforcement and eliminating any concerning behaviors or legal concerns.
- Crafted leadership development programs personalized to each area to challenge and advance current leaders.
- Created and implemented highly effective and individualized human resource solutions for clients.
- Diminished regulatory risks by managing random monthly drug testing for employees to ensure compliance adherence.
- Projected employment needs and devised strategies to meet targets.
- Identified vacancies in staff, supported recruiting process and interviewed prospective personnel.
- Reduced accidents in workplace by being proactive with prevention by implementing safety policies and procedures.
- Boosted staff morale by resolving personnel and management inquiries on new hire activities or ongoing employee relation issues
- Supervised and coordinated activities of human resources staff, delegating tasks relating to employment, compensation and employee relations.
- Identified and solved complex strategy problems that impact management and business direction.
- Facilitated new hire on-boarding program by scheduling training initiatives, resolving issues and processing paperwork.
- Identified vacancies and recruited and hired applicants to fill positions in variety of departments.
- Conducted employee performance reviews to access strengths and weaknesses, keeping feedback positive and constructive.
- Launched wellness plans to reduce stress, boost morale and increase productivity.

## Education and Training

MBA: Human Resources, 1996

National University - La Jolla, CA

Master of Arts: Human Behavior, 1995

National University - La Jolla, CA