

JESSICA CLAIRE

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CAREER OVERVIEW

Paying very close attention to detail when working with a Fractal Module, crimping in a detonator (A140) connecting the wires to the module. Also testing the module to make sure the positive and negative were placed correctly and ensuring it was not going to fail in the field.

Artistic Floral Designer well-trained in working with clients to create their design visions. A smart individual with a background creating custom bouquets, arrangements, teardrops, wreaths and garlands. Ready for a creative role.

Highly enthusiastic customer service professional with 2 years client interface experience. Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success. Customer-focused Retail Sales Associate with a solid understanding of the dynamics of the retail apparel and furniture industry.

Childcare Worker focused on implementing daily curriculum that will spark imagination, build self-esteem and help children discover new things each day. Teacher's Aide who has lovingly taught 13 children, ages 12 months through 18 months. Thorough in guiding children through a variety of daily activities and making sure the curriculum is age-appropriate and fun.

Thorough Quality Engineer skilled in executing quality inspections to identify and correct non-conformance issues. Meticulous and industrious with drive for implementing continuous improvement initiatives to foster consistent quality.

KEY QUALIFICATION

- Active listening skills
- Sharp problem solver
- Basic Inventory skills
- Telephone inquiries specialist
- Telecommunication skills
- Closing procedures
- Invoice processing
- Adaptive team player
- Opening/Closing procedures
- Key Holder
- Infant, toddler and preschool curriculum expert
- Excellent communication skills
- Approachable
- Dependable
- Emergency procedures
- First aid certificate
- Active listening
- Calm under pressure
- Punctual
- Opening/closing procedures
- Stock replenishment
- Customer orders
- Restocking inventory
- Well display of items
- Client consultations
- Artistic flower arranging
- Resourceful researcher
- Time management
- Quick learner
- Self-motivated professional
- Strong design sense
- Key Holder
- Point-of-sales systems
- Customer service excellence
- Display resetting
- Visual displays
- Floor set design
- Close attention to detail

EDUCATIONAL BACKGROUND

Odessa High School
Odessa, TX • 2013
High School Diploma

ACCOMPLISHMENTS

- Was top 4 of my group to work on a Detail Oriented Job (P51) and recognized from the store.
- Since working on frac I was able to accomplish the least amount of failed modules for consecutive months in a row by doing so also Increasing the work load and expanding the company for more opportunities with other customers.
- Consistently maintained high customer satisfaction ratings.
- Designed pieces by helping customers pull together a look with the items they want to include
- Helped with inventory, stocked, priced items
- Moved things into place and made things neat on shelves.
- Assisted customers over the phone regarding store operations, products, promotions, orders, financing and ETA's
- Greeted customers upon counter and handled all cash and credit transactions.
- **Created monthly curriculums targeting Letters, Numbers, Animal and Colors**
- **Lesson Planning:**
- Introduced new learning methods to ensure total comprehension for all students.
- **Developed new learning center for reading assistance.** to create an engaging educational experience.
- **Solved severe child behavioral issues in positive and constructive ways.**
- Received consistently positive feedback from managers.

WORK EXPERIENCE

Signature Retail Services - Merchandising Service Associate
Tallahassee, FL • 04/2020 - 08/2021

- Followed prepared sketches and planograms to arrange consistent shelves, racks and bins across various locations in a timely matter.
- Assisted in gathering and moving materials and equipment for assigned displays.
- Organized engaging front-facing displays to capture customer interest and drive revenue growth.
- Identified labels, trends and opportunities by sampling competitor shopping experiences.
- Organized and located inventory, updating store spreadsheets to reflect statistical data.
- Printed labels and tags for for-sale merchandise.
- Displayed appropriate signage for products and sales promotions.

Brightview Landscapes, Llc - Designer
Marathon, FL • 07/2018 - 11/2020

- Stayed current on the latest floral trends and supplier products by conducting careful research.
- Addressed client problems in a professional, timely manner.
- Made custom work in a timely manner.
- Came in 1hr before opening to get more stuff done.
- Became a key holder after 2 months of working.
- Hosted and Taught my own classes.

Iconma, L.L.C. - Gun Loader
Davenport, IA • 04/2019 - 03/2020

- Tackled additional shifts to meet challenging project demands and customer schedule requirements.
- Delivered within a time frame operating reports to different jobs to demonstrate project progress.
- Making Fractal Modules is what I was responsible for
- Learning about different Explosives
- Keeping UpToDate on the quantity of explosives in a Magazine/Bunker making sure The right quantity was assigned to the correct customer
- Building Guns, learning configurations.

Southwest Key Programs - Lead Teacher

Brownsville, TX • 08/2013 - 01/2015

Read stories to the children and taught them painting, drawing and crafts. Employed a variety of materials for children to explore and manipulate in learning activities and imaginative play. Disciplined children and recommended other measures to correct behavior. Carefully monitored children's play activities. Incorporated music and art activities to encourage creativity and expression. Maintained daily records of activities, behaviors, meals and naps. Carefully identified warning signs of emotional and developmental problems in children. Upheld all CPR and Texas Offered stimulating curriculum that accommodated all learning styles. Sustained ideal staff-to-student ratio in center licensed for 5 children aged 12months -18monthsCommunicated with children's parents and guardians about daily activities, behaviors and problems. Managed general housekeeping duties, including feeding, diapering, resting, and cleanup. regulated certifications.

YMCA (DAYCARE) - Dispatcher Office Assistant

City, STATE • 08/2021 - Current

Company Name - CUSTOMER SERVICE REPRESENTATIVE

City, State • 2015 - 01/2017

Worked as a team member performing cashier duties, product assistance and cleaning. Expressed appreciation and invited customers to return to the store.

Managed quality communication, customer support and product representation for each client. Worked under strict deadlines and responded to service requests and emergency call-outs. Interacted with customers and retail buyers to follow-up on shipping statuses and expedited orders. Served as the company's only bilingual Spanish/English customer service representative. Processed and issued money orders for customers. Responsible for ringing up customers in a timely manner and guaranteeing high level of customer service. Accurately logged all daily shipping and receiving orders. Managed cash stock and inventory balances accurately. Recommended, selected and helped locate merchandise based on customer needs and desires. Prepared for the next day with a specific amount of money in the cash register while also filling out a slip of the money that needs to be deposited into the bank.