

JESSICA CLAIRE

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SUMMARY

I am a dependable team member trained in register operations and customer service. Contributes to smooth front-end operations and goes beyond requirements to handle customer needs. Reliable, team-oriented, and efficiently completes assignments. Proven skills in promoting products and boosting revenue by connecting with customers and effectively communicating sales recommendations. Well-organized, reliable and experienced in setting up displays, restocking shelves and supporting in-store customers with knowledgeable assistance. Enhance store loyalty with unparalleled support.

I also have two years experience as a domestic violence advocate. I am a compassionate Advocate with outstanding communication skills. Goes extra mile to provide assistance to victims of abuse through understanding and support.

SKILLS

- Guest services
- Inventory control procedures
- Merchandising expertise
- Loss prevention
- Cash register operations
- Product promotions

EXPERIENCE

Advocate, 11/2020 - Current

Bcfs – Poteet, TX

- Performed research to respond to inquiries and interpret policy provisions.
- Assisted participants in achieving financial goals by creating spending plans and budgets.
- Advocated for victims during difficult situations by connecting to needed services.
- Completed reports, paperwork and documentation accurately and on time.
- Used knowledge of successful crisis intervention techniques and supportive problem-solving to achieve treatment goals.
- Acted as role model for clients by exhibiting positive behaviors.
- Performed psychosocial assessments and documented casework.
- Encouraged and motivated clients to develop new coping mechanisms and techniques to drive behavior modification.
- Assisted and advocated for clients obtaining financial resources and government entitlements.
- Used active listening skills and supportive diction to cultivate client rapport and open communication.
- Drafted individual reports and maintained case files in alignment with company policies and privacy guidelines.
- Composed or prepared correspondence, case notes and narratives with computer-based applications.
- Evaluated and addressed individual client needs and concerns.

Assistant Manager, 01/2013 - 12/2020

Fedex Office – Santa Rosa, CA

- Led employee performance evaluations and rewarded top performers to retain quality personnel.
- Reviewed employee performance and provided ongoing feedback and coaching to drive performance improvement.
- Delegated daily tasks to team members to optimize group productivity.
- Resolved customer inquiries and complaints requiring management-level escalation.
- Maintained inventory accuracy by counting stock-on-hand and reconciling discrepancies.
- Mentored staff to enhance skills and achieve daily targets, using hands-on and motivational leadership.
- Secured revenue, accurately monitoring transactions and deposits to eliminate discrepancies.
- Organized schedules, workflows and shift coverage to meet expected business demands.
- Initiated inventory control measures to manage and replenish stock, maintain cost levels and meet customer demand.
- Directed and led employees, supervising activities to drive productivity and efficiency.
- Delegated work to staff, setting priorities and goals.
- Reviewed completed work to verify consistency, quality and conformance.
- Completed thorough opening, closing and shift change functions to maintain operational standards each day.
- Enforced company policies and procedures to strengthen operational standards across departments.
- Mediated conflicts between employees and facilitated effective resolutions to disputes.
- Completed inventory audits to identify losses and project demand.
- Remained calm and professional in stressful circumstances and effectively diffused tense situations.
- Answered incoming telephone calls to provide store, products and services information.
- Helped customers find specific products, answered questions and offered product advice.
- Completed daily recovery tasks to keep areas clean and neat for maximum productivity.
- Received and displayed product shipments on store retail shelves upon delivery.
- Arranged new merchandise with signage and appealing displays to encourage customer sales and move overstock items.
- Developed trusting relationships with customers by making personal connections.
- Collected payments and provided accurate change.
- Engaged customers in friendly, professional dialogue to determine needs.

Home Care Provider, 02/2007 - 08/2010

Spruce Finance – Boulder, CO

- Greeted patients and families with enthusiastic, compassionate attitude to establish long-term professional relationships.
- Tracked and reported clients' progress based on observations and conversations.
- Organized and administered medications on schedules to alleviate symptoms and improve quality of life.
- Helped clients with personal needs from exercise to bathing and personal grooming.
- Prepared high-quality nutritious meals for patients to promote better overall health and improve eating habits.
- Monitored client behaviors and emotional states, reporting concerns to case manager and documenting information in files.
- Improved patient outlook and daily living through compassionate care.
- Interacted with patients through games and fun activities to boost mood and improve overall memory.
- Helped clients stay happy and healthy by providing mental and emotional support.
- Reported concerns to nurse supervisor to promote optimal care.
- Dressed, groomed and fed patients with limited physical abilities to support basic needs.
- Developed strong and trusting rapport with patients to facilitate smooth, quality care.
- Supervised medication administration, personal hygiene and other activities of daily living.
- Aided with mobility and independence for disabled individuals and continually monitored safety.
- Maintained clean and well-organized environment for client happiness and safety.
- Assisted patients with personal care to alleviate burden on family members.
- Observed patient vital signs and medication reactions and reported health concerns or behavioral changes.
- Assisted with client personal care needs to foster independence and well-being.
- Followed care plan and directions to administer medications.
- Monitored medications for patients with various conditions and kept watchful eye for side effects.

Sales Associate, 06/2002 - 05/2007

Jordan's Kwik Stop – City, STATE

- Answered incoming telephone calls to provide store, products and services information.
- Trained new team members in cash register operation, stock procedures and customer services.
- Built and maintained relationships with peers and upper management to drive team success.
- Helped customers find specific products, answered questions and offered product advice.
- Assessed customer needs to provide assistance and information on product features.
- Completed daily recovery tasks to keep areas clean and neat for maximum productivity.
- Received and displayed product shipments on store retail shelves upon delivery.
- Assisted teammates with sales-processing tasks to meet daily sales goals.
- Obtained signatures for financial documents and internal and external invoices.
- Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.
- Worked with fellow sales team members to achieve group targets.
- Answered product questions with up-to-date knowledge of sales and promotions.
- Developed trusting relationships with customers by making personal connections.
- Increased purchase amounts by cross-selling with similar products.
- Adhered to company initiatives and achieved established goals.
- Collected payments and provided accurate change.
- Engaged customers in friendly, professional dialogue to determine needs.

EDUCATION AND TRAINING

Certificate: Retail Sales, 12/1993

Gary Job Corps - San Marcos, TX

GED: 02/1991

White River Vo-Tech - Newport, AR