

# JESSICA CLAIRE

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## PROFESSIONAL SUMMARY

Highly motivated Sales Associate with extensive customer service and sales experience. Outgoing sales professional with track record of driving increased sales, improving buying experience and elevating company profile with target market.

## SKILLS

- Payroll Reconciliation
- Timecard Management
- Tax Law Compliance
- Benefits Administration
- Wages and Deduction Calculation
- Employee File Maintenance
- Employment Verification
- Intuit QuickBooks

## WORK HISTORY

### 11/2020 to 02/2021 REMOTE BANKING SUPPORT SPECIALIST

Essity Aktiebolag (Publ) – Sicily, IL

- Achieved high satisfaction rating 90% through proactive one-call resolutions of customer issues.
- Recommended products to customers, thoroughly explaining advantages.
- Documented and detailed calls and complaints using call center's CRM database.
- Offered friendly and efficient service to customers, handled challenging situations with ease
- Resolved escalated calls while providing empathy and resolutions with little oversight.

### 02/2019 to 09/2019 SUPERVISOR, LEAD OPERATOR

HGS Nation Safe Drivers – City, STATE

- Applied strong leadership talents and problem-solving skills to maintain team efficiency and organize workflows
- Created successful work schedules for each team member to maintain deadlines and fully staff shifts.
- Coached, trained, and evaluated employee performance
- Developed training, task and process guidelines while communicating clear and concise directions to employees
- Introduced team contests and goals to enhance productivity and improve employee morale
- Took cash and credit card payments via phone, in person and through email.

### 08/2017 to 06/2018 ACCOUNTS PAYABLE, PAYROLL ADMINISTRATOR

Accelerated Contractors, ACT Architects LLC – City, STATE

- Accurately tracked, verified and approved vendor invoices. Posted client payments, and prepared weekly financial reports.
- Completed full cycle payroll on weekly bases. Prepared Owner draws and tracked management bonuses.
- Enrolled employee's into benefits, set up pretax, post tax deductions.
- Developed reports by compiling summaries for earnings, taxes, deductions, nontaxable wages, disability and leave.
- Operated 10-key calculators, computers, fax machines, copy machines and other office equipment in day to day operation of business

### 06/2016 to 02/2017 CUSTOMER END USER SUPPORT SPECIALIST

Transcom – City, STATE

- Provided complete account services from scheduling new installs, to canceling services
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks
- Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
- Resolved username and password issues, uninstalling/reinstalling software applications, verified proper hardware, and software setup
- Retained existing clients and developed new accounts by extending high quality and efficient support for retention department
- Upsold products and services to increase company revenue.

### 11/2014 to 09/2015 CUSTOMER END USER SUPPORT SPECIALIST

Alpine Access Sykes – City, STATE

- Took inbound and made outbound calls to resolve customer account and technical issues
- Provided primary customer support to internal and external customers in fast-paced environment
- Leveraged consultative approach to gather customer details and technical data
- Conferred with customers about concerns with products or services to resolve problems and drive sales
- Increased customer satisfaction and repeat business through relentless pursuit of resolutions to problems arising from Pearson enrollment protecting company reputation and loyal client base
- Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction

### 12/2009 to 11/2014 OFFICE MANAGER PAYROLL ADMINISTRATOR

AATR, LLC – City, STATE

- Communicated accurate information about promotions, customer programs and products, providing exceptional customer service and driving retention
- Organized budget documentation and tracked expenses to maintain tight business controls
- Entered invoices requiring payment and disbursed amounts via check, electronic transfer or bank draft
- Calculated correct order totals, updated accounts and maintained detailed records for inventory management
- Hired, managed, developed and trained staff, established and monitored goals, conducted performance reviews and administered salaries for staff
- Entered salaries, rate changes, retroactive adjustments, overtime, bonus, vacation, termination, and garnishments into Quickbooks
- Adjusted employee taxes and benefit deductions in compliance with Federal State law.
- Processed year end 940, 941, W2, and W3's

### 02/2007 to 09/2009 HR PAYROLL ADMINISTRATOR

Southeastern Glass Systems Ltd. – City, STATE

- Backed up and maintained accurate general ledger accounts during conversion from Peachtree to Quickbooks
- Cleared old employee files and set up filing system and processes in compliance with federal laws
- Set up drug tests, preformed background checks, and verifications
- Processed benefits, medical, vision, pension, 401K, sick, vacation and W-9 and I-9 forms to assist new hires
- Reviewed benefits with new hires and held benefit meetings yearly or when benefit changed health insurance, 401K
- Submitted state and Federal tax payments 940, 941, UTC-6, and sales taxes
- Completed year-end tax payments as well as 1099, W2, and W3 reporting

### 05/2003 to 02/2008 BOOKKEEPER, PAYROLL ADMINISTRATOR

Genes Seafood Restaurants, Inc – City, STATE

- Led payroll production for 5 locations
- Managed weekly payroll processing up to 150 employees at multiple locations
- Calculated salaries, rate changes, retroactive adjustments, overtime, bonus, vacation, termination and garnishments using Quickbooks, Peachtree, and Aloha
- Processed payroll garnishments such as tax liens and child support
- Responded to employee questions and requests for information in timely and knowledgeable fashion
- Developed reports by compiling summaries for earnings, taxes, deductions, nontaxable wages, disability and leave
- Processed benefits, medical, vision, pension, 401K, sick, vacation and W-9 and I-9 forms to assist new hires
- Maintained employee confidence and protected payroll operations by keeping information confidential

## EDUCATION

### Associate of Arts

Miami Dade College - Miami, FL