

Jessica Claire

100 Montgomery St. 10th Floor (555) 432-1000 resumesample@example.com

EDUCATION	Associate of Arts Computer Science Broward College, Fort Lauderdale, FL	12/2022
PROFESSIONAL SUMMARY	Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.	06/2019
SKILLS	<ul style="list-style-type: none">• Decision Making• New Hire Onboarding• Retention Program Development	<ul style="list-style-type: none">• MS Office• Advanced computer skills• Highly motivated
WORK HISTORY	CUSTOMER SERVICE REPRESENTATIVE Common Spirit Lincoln, NE <ul style="list-style-type: none">• Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.• Provided primary customer support to internal and external customers.• Answered constant flow of customer calls with minimal wait times.• Evaluated account and service histories to identify trends, using data to mitigate future issues.• Cultivated customer loyalty, promoted repeat customers and improved sales.• Used company troubleshooting resolution tree to evaluate technical problems and find appropriate solutions. CUSTOMER RETENTION/WORKFORCE MANAGEMENT ANALYST Clubcorp Club Operations, Inc. Milton, GA <ul style="list-style-type: none">• Talks to customers over the phone, email, online chat or social media to resolve their questions or concerns• Maintains and updates customer information as necessary• Calmly attempts to resolve and de-escalate any issues• Escalates calls to supervisor when necessary and appropriate• Responds to requests for assistance and/or possible processing of credit card authorizations• Tracks call-related information for auditing and reporting purposes• Provides feedback reports on call issues related to downtime and/or training issues• Upsells to customers as necessary• Interface with center management and central operations regarding factors that may impact staffing and service levels; assist in coordinating center activities with central operations.• Implement effective administrative tracking, analytical and trending procedures to support the unit's goals.• Maintain workforce management system and integrity of workforce data (i.e. Agent data, archiving reports, deleting old schedule runs, etc.)• May be responsible for producing periodic productivity and other required ad-hoc reports from the workforce management system• Manage intraday call volume trends to ensure a more effective and efficient workload.• Adjust intraday workforce requirements based on changing/dynamic forecasts'• Schedule all transaction based work and special events for optimal service levels and occupancy (e.g., meeting, training, coaching, email, queue work, projects)• Generate daily, weekly, and monthly statistics on adherence, attendance and ACD/CMS information for management and capacity planning if requested• During periods of coverage needs perform any command center duties as required by the Workforce Manager (i.e., RTA, SLC, scheduling, etc.). IN-STORE/DELIVERY DRIVER Papa Johns City, STATE <ul style="list-style-type: none">• Managed customer service issues with professionalism and analytical approaches to maintain satisfaction and promote continued brand loyalty.• Inspected truck equipment and supplies and reported problems and safety hazards to supervisors following each shift.• Boosted revenues by upselling and cross-selling products to new and established customers.• Contacted customers prior to delivery to confirm and coordinate delivery times.• Completed rush deliveries on tight timetables to satisfy customer needs.• Fostered positive working relationships with customers by responding to questions and concerns.• Worked overnight shifts during peak periods to meet coverage needs.• Reported customer questions, issues and complaints to management. SUBWAY® RESTAURANT ARTIST/MANAGER SUBWAY® Restaurants City, STATE <ul style="list-style-type: none">• Communicated menu item information and offered suggestions to promote featured products.• Organized work areas to foster efficiency and model exceptional kitchen etiquette.• Assisted guests, including offering personable greetings and taking orders.• Identified price of goods and calculated bills with optical price scanners, calculators and cash registers.• Provided product information and menu item explanation in consideration of dietary restrictions.• Assisted customers in choosing menu items by providing food complementing information.• Maintained clean, sanitized and well-organized food preparation zones.• Met sales targets by encouraging customers to buy extra food items such as drinks, desserts and sides.• Reduced customer wait times by quickly and efficiently operating customer window and sales register. HOSTESS Dough Boys Pizza City, STATE <ul style="list-style-type: none">• Maintained highly loyal clientele by delivering unparalleled service at every stage of restaurant dining experience.• Assisted managers with quickly resolving service- and food-related issues.• Collected credit card, cash and gift certificate payments and dispensed change for cash transactions.• Cultivated positive guest relations by managing information and orchestrating speedy seating.• Took reservations by phone and walk-in, keeping scheduling demands and kitchen output in time to avoid overbooking.• Supported servers, food runners and bussers with keeping dining area ready for every guest.• Stayed in open communication with kitchen team to assess cooking times, avoid worker overload and minimize customer dissatisfaction. LANGUAGES English: Negotiated Spanish: Negotiated Japanese: Negotiated	