

# JESSICA CLAIRE

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 (555) 432-1000

 Montgomery Street, San Francisco, CA 94105

## SUMMARY

Organized and detail-oriented professional with 2+ years of sales and customer service experience. Highly energetic Salesperson who consistently exceeds revenue goals. Exceptional interpersonal communication and leadership skills.

## HIGHLIGHTS

- Strong sales-closer
- Driven
- Cheerful and energetic
- Organized and meticulous

## EDUCATION

College of the Canyons Valencia Valencia, CA

**Associate of Arts:** Business  
Business English Mathematics and Science Completed all GE classes

Granada Hills Charter High  
Granada Hills, CA • 2007

## ACCOMPLISHMENTS

- Employee of the Month for 2 consecutive months at Amco Marketing.
- Reached highest sales quota at Amco Marketing (4 times, Platinum level achieved).
- Highest dollar amount sales contract for the year 2009, with a property management company \$250K (multi-account deal) at All Action Security.

## EXPERIENCE

Xerox - Web Designer / Digital Marketing

Elmira, NY • 03/2011 - 11/2016

- Front-end web designer for Medical devices company: Dental implants manufacturer (Part of Fortune 500 Companies) Responsible for coding and delivery of company email newsletters to the list subscribers.
- Driving sales revenue through lead generation, lead nurturing and sales funnel
- Segmenting across different criteria to deliver most relevant ads to specific customer groups, prospect accounts.
- Measuring performance by using analytic tools to improve deliverability including open and click rates, reduction of bounced emails.
- Using many different computer programs and web applications: such as Microsoft Excel, MS Word, MS Dreamweaver, Adobe Photoshop, Magento, Salesforce, Drupal to accomplish completion of assigned projects Maintaining the company's list of websites by continually updating them with the most up to date information.
- Placement of front page marketing banners, rotating graphics, promotional hyperlinks and pop up content.
- Adding new products to the company's web-stores and updating existing products, including changing prices, adding related product components and included items.
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Ace Hardware - Telemarketing Sales

Bath, ME • 01/2010 - 02/2011

- Made outbound calls with intention of appointment setting for home remodeling services
- Cold calling using an automatic dialing computer software Having conversations with home-owners to identify their needs for home improvement projects
- Offering products and services that meet their needs Contacting prospects by phone for follow ups when they are ready to commence a project
- Taking inbound calls to set appointments, providing customer service and directing them to the appropriate channels within the company.

Ace Hardware - Security Consultant / Sales

Beaverton, OR • 01/2009 - 01/2010

- B2B cold calling to offer security services for various types of businesses including banks, jewelry stores, apartment buildings and temporary events Security consulting based on the unique needs of the client: Armed /unarmed guards, patrol services and mall guard security.
- Outside sales experience (prospecting for new business, meeting with customers on site to up-sale, offer other security services, closing the sale)
- Appointment setting for new business.
- Going on appointments to meet with decision maker(s) to sign security contracts
- Providing solutions to customers based on incident reports: including theft, vandalism, trespassing and littering Creating and submitting proposals for contacted services via email, fax and mail.
- Follow up calls to ensure customer satisfaction and improve areas of cooperation.

Ace Hardware - Cashier

Belen, NM • 07/2008 - 10/2008

- Handled returns and completed transactions on the cash register.
- Updated register logs.
- Unboxed new merchandise.
- Bagged merchandise by following standard procedures.
- Organized.
- Register supplies.
- Issued receipts for purchases and gifts.
- Assessed customer needs and responded to questions.

KFC - Cashier

City, STATE • 05/2008 - 08/2008

- Operated POS Cash register to complete transactions.
- Bagged merchandise by following standard procedures.
- Unboxed new merchandise.
- Rotated stock to maintain freshness.
- Took orders on the headset for drive - thru customers.
- Provided professional and courteous service at all times.

Burger King - Cashier

City, STATE • 03/2007 - 12/2008

- Operated cash register with proficiency.
- Assessed customer needs and responded to questions.
- Cleaned and straightened.
- Work area.
- Issued receipts for purchases and gifts.
- Organized register supplies.
- Worked with customer service to resolve.
- Issues.

## LANGUAGES

Fluent in Spanish, Farsi and conversational Russian, Turkish (Azeri dialect)

## SKILLS

- Cold calling
- Appointment setting
- Sales / Customer service