

JESSICA CLAIRE

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- 📍 100 Montgomery St. 10th Floor

SKILLS

- Account Management
- Customer Service Enhancement
- Upbeat and Positive Personality
- Understanding Customer Needs
- Call Documentation
- Issue and Complaint Resolution
- Efficient and Detail-Oriented
- Upselling Products and Services
- Calm and Professional Under Pressure
- Data Entry and Maintenance
- Information Inputting
- Team Work
- Coaching

EDUCATION

Maricopa Community Colleges -
Scottsdale Community College
Scottsdale, AZ • 12/2019

Associate of Arts: General Studies

CERTIFICATIONS

CPR Certified

PROFESSIONAL SUMMARY

Astute Call Center professional offering polished communication skills. Brings excellent organizational skills and talent for overcoming customer objections. Self-motivated and true team player. Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results. Focused customer relations professional skilled in lead generation, customer relationship development and sales. Accomplished in providing unsurpassed support to demanding customers. Offering experience in related roles, as well as passion for improving service delivery, enhancing knowledge and exceeding expectations. Retail professional with extensive knowledge of fashion industry and current trends. Enjoys helping customers find stylish and affordable clothing and accessories.

WORK HISTORY

Millennium Health - Customer Service Advocate
San Diego, CA • 08/2021 - Current

- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Promoted superior experience by addressing customer concerns, demonstrating empathy and resolving problems swiftly.
- Supported call center associates by taking on escalated calls, handling complex concerns and achieving customer satisfaction targets.
- Built long-term, loyal customer relations by providing top-notch service and detailed order, account and service information.
- Directed incoming calls to internal personnel and departments, routing to best-qualified department.
- Assessed caller accounts to determine **financial** benefits, identify service needs and resolve issues.
- Learned and maintained in-depth understanding of product information, providing knowledgeable responses to diverse questions.
- Carried out opening and closing functions to meet operational needs underpinning strong customer service.
- Assisted customers with needs such as enrolling new accounts, depositing or transferring funds, and updating account details.

Firstsource Solutions - Customer Service Representative
Anniston, AL • 01/2021 - 07/2021

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Responded to customer requests for products, services and company information.
- Recommended products to customers, thoroughly explaining details.
- Assisted customers with setting appointments, special order requests, and arranging merchandise pick-up.
- Fielded customer questions regarding available merchandise, sales, current prices and upcoming company changes.
- Cultivated customer loyalty, promoted repeat business and improved sales.
- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
- Exhibited high energy and professionalism when dealing with clients and staff.
- Educated customers about billing, payment processing and support policies and procedures.
- Sought ways to improve processes and services provided.
- Maintained clean and orderly checkout areas by mopping floors, emptying trash cans and wiping down surfaces.
- Reached out to customers after completed sales to suggest additional service or product purchases and inquire about needs or concerns.
- Opened and closed store independently and prepared nightly bank drop for manager.

Maletis Beverage - Retail Sales Associate
Vancouver, WA • 06/2016 - 12/2020

- Greeted customers and helped with product questions, selections and purchases.
- Helped customers complete purchases, locate items and join reward programs.
- Checked pricing, scanned items, applied discounts and printed receipts to ring up customers.
- Maintained clean sales floor and straightened and faced merchandise.
- Stocked merchandise, clearly labeling items, and arranging according to size or color.
- Monitored sales floor and merchandise displays for presentable condition, taking corrective action such as restocking or reorganizing products.
- Organized store merchandise racks and displays to promote and maintain visually appealing environments.
- Offered each customer top-notch, personal service to boost sales and customer satisfaction.
- Answered questions about store policies and addressed customer concerns.
- Used POS system to process sales, returns, online orders and gift card activations.
- Balanced and organized cash register by handling cash, counting change and storing coupons.
- Issued receipts and processed refunds, credits or exchanges.
- Volunteered for extra shifts during holidays and other busy periods to alleviate staffing shortages.
- Worked closely with shift manager to solve problems and handle customer concerns.
- Trained new associates on cash register operations, conducting customer transactions and balancing drawer.
- Provided accurate information about promotions, customer programs and products, helping drive high customer retention.

Ymca Of Greater Boston Inc - Private Swim Instructor
West Roxbury, MA • 05/2013 - 06/2020

- Taught students pool and water safety guidelines.
- Taught daily swim instruction to students varying in ages and skill levels.
- Planned classes covering different ages and skill levels to prepare students for basic and advanced swimming needs.
- Used teaching aids such as kickboards, diving rings and fins correctly to teach students.
- Prepared equipment before each class class and stored items promptly after classes.
- Assisted in setting up pool deck, cleaning up public areas and closing pool in unsafe conditions.
- Informed site director of concerns regarding health and safety of swim students.
- Took notes strengths and weaknesses of each child in class to track progress.
- Taught five-program components for personal safety, water orientation and stroke development, water sports and games, rescue and personal growth.
- Encouraged participation and increased enjoyment with fun routines and music accompaniment.
- Minimized injury risks by advising clients about form and proper clothing.
- Served as point of reference for fitness expertise within club.