

Jessica Claire

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SUMMARY

- I would like to use my 12 years of customer support experience to coach, develop and inspire a group of employees to perform to the peak of their abilities. Through my extensive knowledge of technical support and my passion for motivating others, I'm sure to make a positive impact for the betterment of the company.

HIGHLIGHTS

- Strong leadership ability
- Coaching skill set
- High customer service standards
- Extensive troubleshooting ability
- Supervisor experience
- Test Desk skill set

ACCOMPLISHMENTS

- Promoted to Customer Advocate 2013
- Graduated from the S.T.E.P program 2012
- Promoted to my first supervisor position 2010

EXPERIENCE

CUSTOMER CARE ADVOCATE

2013 to CURRENT

Rcn Telecom Services | Morgan Hill, CA

Responsibilities

- Helping to coach & develop our customer care agents regionally
- Being a role model amongst my peers through leadership
- Being in the know about everything Cox
- Performing Test Desk duties
- Handling live escalations

GROUNDSMAN SUPERVISOR

2010 to 2013

Robins Tree Service | City, STATE

- My responsibilities include overseeing a team of grounds men to get the task at hand completed in an efficient and effective manner.
- Coaching and develop groundsman in efficiency, technique and safety
- Assisted in decision making on hiring and firing employees

EDUCATION

Associates Degree | Social Sciences

Sacramento City College, Sacramento, CA

JUNE 2009

Certificate of Completion | Supervisor

2012

S.T.E.P, Baton Rouge, LA

I was selected amongst my peers by Cox leadership to participate in the Supervisor Transition Education Program. This 9 month course included training directly from Cox leaders on coaching, business image, leading change and so much more. I had the opportunity to shadow our floor supervisors directly to learn more about Cox leadership culture and what it takes to be great. I'm ready!