

# JESSICA CLAIRE

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 Montgomery Street, San Francisco, CA 94105

## PROFESSIONAL SUMMARY

Customer service professional excelling at customer satisfaction and retention. Pre and post-sales support specialist. Flexible and hardworking in deadline-driven environments. Patient and empathetic, extensive background in conflict resolution and customer care. Skilled in establishing rapport with clients. Self-motivated with exceptional communication capabilities. Expertise in delivering support services and resolving customer complaints.

## SKILLS

- Strong customer relations
- Positive and energetic attitude
- Team player
- Highly dependable
- Excellent attention to detail
- Goal oriented
- Active Listening Skills
- Dedicated representative
- Strong organizational skills
- Demonstrates god judgement

## EDUCATION

Ft. Walton Beach High School  
Ft. Walton Beach, Florida • 1977

*High School Diploma*

## WORK HISTORY

### Mitchells & Butlers - Fruit Designer

Upham, ND • 05/2015 - 06/2016

- Answered calls by assisting customer inquiries, providing product information and order customization requests as well as taking orders.
- Greeted customers entering the store to ascertain what each customer wanted or needed, taking orders and selling ready made product.
- Operated cash register, handle money and give correct change.
- Maintained cleanliness and presentation of stock room, production area and front customer area.
- Wash, cut and peel fruit to begin arranging process.
- Worked with a variety of fruit by dipping in chocolate and decorating appropriately.
- Prepare a variety of fruit arrangements in appropriate containers.

### Department Of Defense - Team Member

Corona, CA • 08/2011 - 08/2013

- Greeted customers entering the store and assisted with product choices and nutrition information.
- Build relationships with customers by providing a excellent customer experience.
- Order product when needed.
- Receive payment via cash, check, credit card, voucher or automatic debit.
- Issue refunds, credits or change due to customer.
- Balance receipts and payment in register at end of day.
- Prepare yogurt items such as sandwiches and smoothies using standard formulas.
- Replenish yogurt, stock topping bar along with other products in shoppe.
- Performed all cleaning duties such as sweeping, mopping and washing dishes to keep equipment and facility clean and sanitary.
- Maintained clean and orderly seating area for a positive customer experience.

### GTE/Verizon - Customer Account Specialist

City, STATE • 05/1979 - 05/2006

- Strong organizational and listening skills, being a team player with an energetic work attitude.
- Provided customer and company sales professionals with excellent customer service.
- Worked very closely and maintained excellent rapport with technicians and a variety of internal departments.
- When in a sales position, meeting or exceeded monthly target revenue objectives.
- Main focus on customer service, satisfaction and sales.
- Responsible for all transactions via telephone contact for business customers requesting Verizon products and services.
- Processing these requests through appropriate orders, provisioning and billing systems as well as keeping customer records current.
- Held temporary supervisory position for 15+service representatives. Processed executive complaint and upward referrals.
- Assisted Engineers in data gathering for high end customers.
- Coordinating installation of network products from beginning to end interfacing between internal departments and the customer to insure smooth installation.
- Participating in "new systems pilots", by joining in conference calls, testing, providing constructive feedback to make sure the system will be an asset and user friendly for our employees.
- Responsible for promoting sales of company products and services to 50+ apartment communities.
- Building strong relationships with leasing staff by providing each property with continued consulting and support , being their single point on contact and a point of escalation.
- Planned and coordinated promotions/contests for apartment communities to sell our services.
- Initial training and ongoing coaching for leasing staff to increase activity of sales.