

# JESSICA CLAIRE

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 100 Montgomery St. 10th Floor

## SUMMARY

Experienced Retail Merchandiser versed in using product placement, end caps and points of purchase displays to manufacturer's best advantage. Astute professional with goal-oriented nature promotes optimized retail workflow for bolstered customer experience. Exceptional negotiator for prime positioning locations. Positive, upbeat associate brings more than 10 years of customer-facing experience in fast-paced settings. Highly adaptable to addressing diverse customer needs. Proven history of building trust with customers to promote satisfaction, resolve concerns and maintain long-term loyalty. Driven, personable lead and strategic thinker brings extensive experience in customer relationship management, conflict resolution, time management and document control.

## SKILLS

- Product merchandising
- Employee training
- Analyzing sales reports
- Planogram interpretation
- Floor set design
- In-store support
- Visual displays
- Customer Support
- Customer Service
- Verbal Communication
- Retail sales customer service

## EDUCATION AND TRAINING

Leeds High School  
Leeds, AL • 05/2008  
*High School Diploma*

## EXPERIENCE

### Total Wine - Everyday Banking Pearland, TX • 03/2022 - Current

- Advised customers on bank products, services and financial planning options.
- Modified, opened and closed customer accounts.
- Completed daily cash balancing and operated ATMs.
- Verified amounts and integrity of every check or funds transfer.
- Ordered checks, placed stop payment orders and conducted additional special services for customers.
- Helped customers open and close accounts, apply for loans and make sound financial decisions.
- Managed escalations with polite service, knowledgeable support and unsurpassed professionalism to satisfy needs and protect bank reputation.
- Maintained optimal financial controls by securing funds and making accurate transactions.
- Completed thorough and accurate documentation for money movements, deposits or withdrawals.
- Developed culture of success rewarding performance, productivity and sales results.

### Weis Markets, Inc. - Merchandising Specialist Endwell, NY • Aug2011 - Current

- Created merchandise displays based on planogram.
- Arranged items in favorable positions and areas of store to attract customers and optimize sales.
- Consistently put customers first by handling needs with sense of urgency and compassion.
- Assisted in gathering and moving materials and equipment for assigned displays.
- Monitored stock to maintain sufficient quantity of featured product.
- Returned items to shelves and maintained organized appearance.
- Displayed appropriate signage for products and sales promotions.
- Printed labels and tags for for-sale merchandise.
- Planned product displays to increase sales.

### Weis Markets, Inc. - Sales Associate Ephrata, PA • Nov2018 - 03/2020

- Arranged new merchandise with signage and appealing displays to encourage customer sales and move overstock items.
- Sold various products by explaining unique features and educating customers on proper application.
- Built and maintained relationships with peers and upper management to drive team success.
- Answered incoming telephone calls to provide store, products and services information.
- Assisted teammates with sales-processing tasks to meet daily sales goals.
- Built trusting relationships with customers by making personal connections.
- Met merchandise processing standards and maintained organized and accessible work area.
- Negotiated and closed deals with minimal oversight.
- Mentored team members in mastering sales techniques to consistently exceed objectives.
- Coached team members on security risks and loss prevention to aid in mitigating store theft.
- Processed orders through company system and coordinated product deliveries.

### Loft Outlet - Sales Associate City, STATE • 07/2012 - 03/2018

- Arranged new merchandise with signage and appealing displays to encourage customer sales and move overstock items.
- Sold various products by explaining unique features and educating customers on proper application.
- Built and maintained relationships with peers and upper management to drive team success.
- Answered incoming telephone calls to provide store, products and services information.
- Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.
- Assisted teammates with sales-processing tasks to meet daily sales goals.
- Retained product, service and company policy knowledge to serve as resource for both coworkers and customers.
- Offered product and service consultations and employed upselling techniques.
- Built trusting relationships with customers by making personal connections.
- Met merchandise processing standards and maintained organized and accessible work area.
- Acted as initial contact in addressing customer concerns.
- Coordinated activities with other departments to ensure quality customer service.
- Trained all new sales employees on effective sales, service and operational strategies to maximize team performance.