

# JESSICA CLAIRE

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 (555) 432-1000  
 100 Montgomery St. 10th Floor

## SKILLS

- Strong Service Mindset
- Customer Retention Strategies
- De-escalation Techniques
- Upselling Products and Services
- Training and mentoring
- Team Building

## EDUCATION

Sacramento City College  
Sacramento, CA

Nursing Science  
Intent to transfer to CSU  
Sacramento, pursuant of a degree in Nursing

Sacramento City College  
Sacramento, CA • 2021

*Associate degree*

## PROFESSIONAL SUMMARY

Knowledgeable and dedicated customer service professional with over 14 years of experience. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses.

## WORK HISTORY

**Yellowbrick - Account Executive**  
Seattle, WA • 01/2022 - Current

- Built and strengthened relationships with new and existing accounts to drive revenue growth.
- Negotiated sales deals between customers and sales Representatives, resulting in mutually beneficial agreements and cultivated relationships.
- Gained understanding of goals, objectives, and processes to meet client business needs.
- Reviewed accounts monthly to monitor and track customer satisfaction and retention.
- Trained clients on product features and updates to secure buy-in.
- Employed proactive and collaborative approaches to strengthen relationships and manage customer needs.
- Prepared forecasts to gain an understanding of measures needed to grow business.
- Serviced accounts and proposed new products and services to maximize revenue.
- Gathered information from clients to secure accounts, verify payments and identify special requirements.
- Stayed up-to-date on emerging industry and product standards and trends to revitalize accounts.

**Alchemy Systems - Consumer Advocate Supervisor**  
Plano, TX • 09/2021 - Current

- Attain Accident and Health insurance license.
- Streamlined HR efficiencies, coordinated new hire orientations, and provided onboarding and training for 150 new employees.
- Support team's efforts through informed workforce management.
- Tracked attendance for each employee.
- Planned and delivered account management training for 50 new employees.
- Facilitated weekly meetings to communicate team performance goals and results
- Developed and delivered new hire transition training and quality assurance programs, increasing new-hire retention
- Supervised employees and assessed performances to determine training needs and define accurate action plans and follow-up procedures.
- Mentored associates on performance-oriented strategies and customer service techniques.
- Discovered and resolved complex employee issues that affected management and business decisions
- Updated training processes by reviewing existing documentation, leveraging feedback from associates and working with legal and compliance teams
- Forecasted expected personnel demands and developed forward-thinking approaches to achieve objectives

**Epson America Incorporated - Account Executive**  
City, STATE • 01/2018 - 01/2021

- Handled over 200 daily clients, switched between classes flawlessly, and maintained a positive attitude
- Developed strong rapport with customers and created a positive impression of the business
- Prospected new clientele through networking, cold calling, canvassing, and referrals
- Mentored new hires, resulting in more vigorous staff development and increased productivity
- Built and strengthened relationships with new and existing accounts to drive revenue growth
- Trained, coached, and mentored new associates for maximum performance
- Achieved and exceeded sales goals through dedication to identifying and pursuing new opportunities

**Verizon Wireless - Technical Support Specialist**  
City, STATE • 01/2013 - 01/2015

- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Responded to support requests from end-users and patiently walked individuals through basic troubleshooting tasks
- Fielded average of 30 inbound phone calls to deliver support and remotely resolve technical product issues
- Collaborated with supervisors and software developers on providing feedback regarding product usability, reliability, and serviceability to ensure continuous improvement in current and future products.
- Collaborated with supervisors to escalate and address customer inquiries or technical issues
- Responded promptly to escalations received from key customers.

**Company Name - Coordinator Customer Support Specialist**  
City, State • 01/2007 - 01/2013

- Responded to customer requests, offering excellent support and tailored recommendations to address needs
- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences
- Provided troubleshooting support to customers experiencing issues with their devices or wireless service.
- Used critical thinking to break down problems, evaluate solutions and make decisions
- Demonstrated respect, empathy, and willingness to help wherever needed
- Utilized inbound and outbound telephone techniques to solidify and build client relationships
- Educated customers about billing, payment processing, and support policies and procedures
- Trained new personnel regarding company operations, policies, and services
- Identified issues, analyzed information, and provide solutions to problems
- Offered friendly and efficient service to customers, and handled challenging situations with ease.