

# JESSICA CLAIRE

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## PROFESSIONAL SUMMARY

Results-oriented Management Trainee driven to consistently exceed objectives in sales, service and operations. History of providing high-quality support to customers and staff alike. Focused on continuous professional development and process improvements. History of working hard to learn new processes, optimize procedures and increase customer satisfaction. Knowledgeable about customer service and sales operations, best practices and regulatory requirements. Eager to put skills, enthusiasm and understanding of the field to work in a growth-oriented position. Executive-level Business Manager and entrepreneur with experience running start-up and emerging companies. Strong technology and product development expertise. Build strategic business relationships and partnerships. Strong drive with excellent interpersonal, communication and team-building skills. Effective leader and problem-solver which excels at streamlining operations to decrease costs and promote organizational efficiency. Offering hardworking mentality and history of success coordinating and monitoring operations across various departments. Highly committed to ensuring quality of services and products.

## SKILLS

- Guest services
- Inventory control procedures
- Merchandising expertise
- Loss prevention
- Cash register operations
- Product promotions

## WORK HISTORY

**Management**, 05/1998 - 09/2015

**First Watch Restaurants** – Newark, DE

- Modernized and improved operational procedures to increase efficiency and profitability while tightly controlling costs such as labor and preventing waste.
- Excelled in every store position and regularly backed up front-line staff to keep expertise fresh and relevant.
- Boosted team productivity and efficiency by leveraging top-notch knowledge and upsaling technics abilities.
- Produced regular reports and preformance reports to evaluate performance, adjust strategies and maintain agile, sustainable operations.
- Shouldered management responsibilities during absence of manager.
- Forecasted business needs and scheduled employees to meet expected demands.
- Reviewed financial accounts for accuracy and resolved discrepancies.
- Networked and built strong presence with peers to facilitate promotions.
- Regulated service delivery to keep operations efficient and in line with budget requirements.
- Resolved escalated concerns using professionalism and understanding of all facets of issue.
- Achieved each target benchmark in sales and inventory areas within first year.
- Collaborated in professional team to solve compant issues, leading to increased sales.
- Aligned team actions with company policies and industry standards.
- Established open and professional relationships with team members which facilitated communication, quickly resolving issues and conflicts.
- Monitored employee performance and enacted improvement plans, coordinated disciplinary actions or provided rewards.
- Assisted established management staff with operational oversight, business development and process improvement strategies.
- Created internal control of day-to-day transactions and punctually opened and closed business.
- Responded to customer concerns swiftly to maintain satisfaction.
- Explained services and products to customers in friendly and engaging way.

**Safety/billing**, 08/1997 - 04/1998

**Rv Retailer** – Mesquite, TX

Preformed background checks for potential drivers. Billed accounts for payment

**Sales Associate**, 04/1994 - 02/1996

**K-Mart** – City, STATE

- Implemented up-selling strategies such as recommending accessories and complementary purchases to boost revenue.
- Maintained organized, presentable merchandise to drive continuous sales.
- Worked alongside retail representatives to boost sales by enhancing product presentations and advertising collateral.
- Delivered high level of assistance by locating products and checking store system for merchandise at other sites.
- Engaged with customers to effectively build rapport and lasting relationships.
- Increased sales by 25% over 20 mpnths by offering consultation on products and services and applying customer service and upselling techniques.
- Achieved perfect attendance record for 20 months consecutively.
- Implemented up-selling strategies, encompassing recommendation of accessories and complementary purchases.
- Applied security and loss prevention training toward recognizing risks and reducing store theft.
- Organized racks and shelves to maintain store visual appeal, engage customers and promote specific merchandise.
- Worked with sales team to collaboratively reach targets, consistently meeting or exceeding personal quotas.
- Achieved perfect attendance record for 20 months consecutively.
- Liaised with customers and recommended specific products and specials, aligning with individual needs, requirements and specifications.
- Answered customer questions regarding sizing and accessories and explained how to properly care for merchandise.
- Educated customers on promotions to enhance sales.

## EDUCATION

**High School Diploma**: 05/1973

**Long Beach High School** - Long Beach, MS

Accounting

**Phillips Business College** - Gulfport, MS