

# JESSICA CLAIRE

 resumesample@example.com  
 (555) 432-1000  
 Montgomery Street, San Francisco, CA 94105

## PROFESSIONAL SUMMARY

I am a highly motivated and personable Customer Service professional with over 10 years of experience in offering excellent customer service in varying capacities.

## SKILLS

- Strong written and oral communication
- Superb interpersonal skills
- Training and mentoring
- Excellent customer service skills
- Ability to work independently
- Problem solver/ critical thinker
- Flexible
- Sales
- Technology

## EDUCATION

University Of Maryland - College Park  
College Park, MD  
*Bachelor of Arts*

## WORK HISTORY

**Albany Charter School Network - English Language Arts Teacher**  
*Cary, NC • 01/2018 - 01/2020*

- Create and manage systems for tracking large amounts of data.
- Mentorship
- Customer Service
- Utilized multimedia strategies and technology to convey information in fresh and interesting ways

**Cvs Health - Beauty Consultant**  
*Kapolei, HI • 08/2015 - 10/2016*

- Completed purchases and processed payments
- Recommended appropriate products to meet customers' individual needs
- Arranged merchandise to present visually appealing displays that drive sales
- Maintained reports of transactions and greeted customers when entering and leaving establishment

**Pae Incorporated - Law Clerk**  
*Duluth, MN • 02/2010 - 03/2012*

- Administrated databases containing client information and vital data to facilitate office operations
- Drove quality control efforts by minimizing downtime and maximizing efficiency to increase revenue
- Kept physical files and digitized records organized for easy updating and retrieval by authorized team members
- Directed incoming calls to internal personnel and departments, routing to best-qualified department
- Assisted in administrative duties for office team, including making phone calls, copies and schedules
- Resolved customer problems and complaints

**International Paper Company - Customer Service Supervisor**  
*Auburn, ME • 01/2005 - 02/2009*

- Exceeded team goals and collaborated with staff members to implement customer service initiatives
- Evaluated interactions between associates and customers to assess personnel performance and customer satisfaction
- Conducted training and mentored team members to promote productivity, accuracy and commitment to friendly service
- Daily transactions of utility payments, store returns, Ticket Master sales, payroll, money order sales, cashier closeout accounts, store closing accounting
- Helped employees with day-to-day work and complex problems by applying motivational and analytical strategies
- Managed store call volume of 200+ calls per day, directing them to appropriate departments
- Managed customer complaint
- Assessed and authenticated customer exchanges, voids and returns
- Managed complex transactional and emotional customer situations promptly and professionally while meeting service commitments