

JESSICA CLAIRE

100 Montgomery St. 10th Floor
(555) 432-1000 - resumesample@example.com

PROFESSIONAL SUMMARY

Reliable Customer Service Representative with extensive track record in demanding sales with a solid understanding of the dynamics of the retail apparel and shoe industry. Energetic and reliable Retail Sales Associate skilled in high-end merchandise environments and dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success.

Hardworking Advocate offering deep dedication to meeting client needs. Empathetic and caring and quickly building rapport. Maintain confidentiality with sensitive and health-related matters.

Friendly School Secretary offering proven success delivering administrative support to school leaders. Reputation for positive attitude, determined work ethic and sound judgment. Adaptable to anticipate issues and proactively solve problems.

Enthusiastic individual with superior skills in working in both team-based and independent capacities. Bringing strong work ethic and excellent organizational skills to any setting. Excited to begin new challenge with successful team.

Results-oriented Cashier motivated to exceed expectations and deliver exceptional service to meet all customer needs. Resourceful professional with history of increasing sales and decreasing shrinkage while exceeding sales and productivity objectives.

Honest Cashier capable of managing money, merchandising stock and assisting customers with locating desired items. Excellent oral and written communication, listening and time management skills with strong attention to detail and superior work ethic.

SKILL HIGHLIGHTS

- Active listening skills
- Seasoned in conflict resolution
- Energetic work attitude
- Customer service expert
- Telecommunication skills
- Adaptive team player
- Invoice processing
- Telephone inquiries specialist
- Top sales performer
- Store maintenance ability
- Markdown/promotional procedures
- Large cash/check deposits expert
- Sharp problem solver
- Strong organizational skills
- Program coordination
- Quality improvements.
- Interdisciplinary teamwork
- Document management
- Patient relationship management
- Team building
- Organization
- Communications
- Problem resolution
- Customer service

WORK EXPERIENCE

10/2019 to 04/2023 **Welder**

Elliott Company – New Orleans, LA

- Inspected and repaired components to implement corrective action.
- Set up and operated welding equipment to complete all welding projects on-time.
- Maximized shop organization and equipment lifespan by maintaining equipment.

01/2019 to 07/2019 **Painter**

Boyne Resorts – Lincoln, NH

- Covered floors before prepping, priming and painting all surfaces to protect them from chemicals and paint.
- Painted walls and other surfaces using traditional and sprayer methods and worked efficiently to complete jobs within required timeframes.
- Monitored paint supplies, placing orders whenever needed and properly and safely recycled old paint.
- Mixed paints and solutions and monitored temperatures.

07/2015 to 10/2016 **Cashier**

City Of Midland, Tx – Midland, TX

- Processed returned items in accordance with store policy.
- Assisted with purchases, locating items and signing up for rewards programs.
- Helped customers find specific products, answered questions and offered advice.
- Read weekly sales inserts and monitored price changes.
- Resolved issues with cash registers, card scanners and printers.
- Processed all sales transactions accurately and promptly to prevent long customer wait times.
- Observed company return policy when processing refunds, including inspecting merchandise for wear or damage.
- Learned roles of other departments to provide coverage and keep store operational.
- Worked closely with front-end staff to assist customers.
- Monitored sales events to protect products, added new merchandise and rang up purchases.
- Processed customer payments quickly and returned exact change and receipts.
- Drove sales and add-on purchases by promoting specific item options to customers.
- Welcomed customers, offering assistance to help find necessary store items.
- Assisted customers with account updates, new service additions and promotional offers.
- Properly verified customer identification for alcohol or tobacco purchases.
- Organized and maintained both physical and digital payment documentation for accurate filing and compliant recordkeeping.
- Maintained high productivity by efficiently processing cash, credit, debit and voucher program payments for customers.
- Inspected items for damage and obtained replacements for customers.
- Completed daily recovery tasks to keep areas clean and neat for maximum efficiency.
- Compiled and updated client data to track payments trends and support accurate accounting.

02/2011 to 06/2012 **Waitress**

Monarch Casino Black Hawk – Reno, NV

- Accepted payment from customers and made change as necessary.
- Assisted diners with seating as needed
- Cleaned bars, work areas, and tables
- Examined trays to ensure that they contained required items
- Greeted guests and sat them at tables or in waiting areas
- Inspected dining and serving areas to ensure cleanliness and proper setup

EDUCATION AND TRAINING

10/2005

High School Diploma

Colegio Atlántida - Honduras , Tegucigalpa

2014

English as a Second Language

Poder Learning Center - Chicago, IL

Continuing education in Poder Learning Center.