

JESSICA CLAIRE

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SUMMARY

Organized and motivated employee eager to apply time management and organizational skills in various environments. Seeking entry-level opportunities to expand skills while facilitating company growth.

SKILLS

- Computer literate
 - Multi-tasking abilities
 - Originality
 - Creative and artistic
- Communication
 - Organizational skills
 - Planning

EXPERIENCE

Designer, 10/2018 - 03/2020

Apple Inc. – Odessa, TX

- Cut, arranged and produced flower bouquets and potted perennial plants according to customer specifications.
- Prepared and processed floral orders to customer specifications via phone or resulting from in-store consultations.
- Communicated clearly and effectively with customers to determine type of arrangement desired, occasion and date, time and location for each arrangement needed.
- Utilized expert communication skills to collaborate with customers and design bouquets, corsages and other floral pieces to meet requirements.
- Promoted customer satisfaction by recommending flower pairings and greenery options for floral arrangements.
- Participated in client consultations to discuss floral designs for special occasions, including christenings, weddings and funerals.
- Shared details on how to properly care for purchased flowers and plants with customers.
- Stayed current on latest floral trends and supplier products by conducting careful research.
- Juggled multiple projects and tasks to ensure high quality and timely delivery.

Member Service Representative, 03/2011 - 08/2012

Coxhealth – Cassville, MO

- Maintained strong knowledgebase of product options and sales promotions to better serve every customer.
- Offered exceptional customer service to differentiate and promote company brand.
- Assessed customer account information to determine current issues and potential solutions.
- Processed customer account changes with proprietary software.
- Processed cash and check deposits every day.
- Displayed strong telephone etiquette, effectively handling difficult calls.
- Informed customers about product lines and services offered by company.
- Managed customer conflicts and challenging situations by staying calm and accessing internal knowledgebases to develop strategic solutions.
- Helped members resolve account problems and navigate internal systems to handle routine needs.

Teller, 07/2010 - 03/2011

Home Bancorp, Inc. – Harvey, LA

- Maintained confidentiality of bank records and client information.
- Researched and resolved customer issues on personal savings, checking and lines of credit accounts.
- Ordered checks, placed stop payment orders and conducted additional special services for customers.
- Adhered to financial services security and audit procedures.
- Trained employees on cash drawer operation.
- Met or exceeded sales goals by promoting bank products and services in customer interactions.
- Identified and reported suspicious behavior to security personnel as appropriate.
- Opened new customer accounts, including checking, savings and lines of credit.
- Entered member transaction data into online banking software.
- Handled cash transactions, balanced cash drawers, performed loan payments and issued cashier's checks.
- Cashed customer checks, verified identification and checked account balances in accordance with bank policy.
- Performed basic administrative tasks regarding banking products, including handling phone calls, inquiries and emails.
- Kept teller window areas clean, organized and fully stocked.
- Responded and assisted customers with account inquiries and updates.

Teller, 05/2009 - 06/2010

Home Bancorp, Inc. – Metairie, LA

- Maintained confidentiality of bank records and client information.
- Researched and resolved customer issues on personal savings, checking and lines of credit accounts.
- Ordered checks, placed stop payment orders and conducted additional special services for customers.
- Adhered to financial services security and audit procedures.
- Trained employees on cash drawer operation.
- Identified and reported suspicious behavior to security personnel as appropriate.
- Met or exceeded sales goals by promoting bank products and services in customer interactions.
- Directed specific questions to appropriate branch personnel.
- Entered member transaction data into online banking software.
- Handled cash transactions, balanced cash drawers, performed loan payments and issued cashier's checks.
- Cashed customer checks, verified identification and checked account balances in accordance with bank policy.
- Performed basic administrative tasks regarding banking products, including handling phone calls, inquiries and emails.
- Kept teller window areas clean, organized and fully stocked.
- Reconciled cash and checks against computer records at end of shift.
- Responded and assisted customers with account inquiries and updates.
- Entered transactions into computer and issued customer receipts.

EDUCATION AND TRAINING

Bachelor of Arts: University Studies

Texas Tech University - Lubbock, TX

- Major in University Studies
- Completed coursework in Organizational Leadership, Horticulture, & Wind Energy
- Texas Tech Presidential Scholar
- 3.35 GPA
- National Honor Society Member
- August 2012-May 2013

Associate of Arts: Business Administration, 05/2009

San Jacinto College - Houston, TX