

# JESSICA CLAIRE

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

## SUMMARY

Self-motivated, detail-oriented, and organized professional .  
Adaptability and ability to work under pressure in a timely manner.  
Provided a high level of customer service and client/employee relations based on outstanding communication and interpersonal skills.  
Ability to self-manage daily work schedule and performance with limited supervision.

## SKILLS

- Microsoft Dynamics CRM,
- MS Office Suite
- Salesforce
- JD Edwards System
- ICOMS/CSG
- ConnectWise
- IBM Notes
- CGI
- Quosal
- AS400
- SysPro
- iCARAS
- Oracle
- Trinet
- EDI
- Paylocity
- John Hancock

## EDUCATION AND TRAINING

QUINSIGAMOND COMMUNITY COLLEGE, ACADEMY  
Worcester, Woodstock, MA, CT • 01/2010  
*Business Administration Degree*

Woodstock Academy  
Woodstock, CT • 06/2006  
*High School Diploma*

## CERTIFICATIONS

HR Certificate Series  
Advance HR Certificate Series

## EXPERIENCE

**Abm - Human Resources**  
Overland Park, KS • 03/2021 - Current  
Paylocityined a Certificate for HR Essential Series and HR Advance Series Paylocity

**Enphase Energy - Inside Account Manager**  
Columbia, SC • 04/2018 - 11/2020

- Request lead time, cost, and data to build the quote for non-priced materials or service and prepare and submit quotes to customer
- Prepares, enters and follows-up orders to ensure good customer relations by meeting specified delivery dates
- Follow up on Quotes (RFQs) and convert to orders (CO)
- Receives reviews and acknowledges customer purchase orders, utilizing Oracle/EDI where applicable
- Reviews all orders terms and conditions submitted by customers in depth to protect the business interest of the Company
- Supports Returned Material Authorization (RMA) process
- Respond to customers via phone and email within the same business day of receiving their communication, i.e., request for quote, customer order, status of order, change request, etc
- A matrix should be setup to be able to measure these expected performances and provide management with corrective action plan when not met
- Constantly monitor the backlog and pro-actively inform customers, with phone calls or email, of recovery plan if promise date should not be met
- Supports Accounts Receivables (AR) by being pro-active and taking the lead in resolving open issues that may contribute to no/slow payment
- Work with sales and accounting to establish credit limits for new and slow/no paying customers
- Prepare established or special customer status reports to management and sales team for assigned customers.

**Society Insurance - Policy Services Representative, II**  
Fond Du Lac, WI • 08/2014 - 04/2018  
MassMEP

- Understanding of practices and procedures within the Massachusetts Auto Policy
- Apply clear defined guidelines and procedures in making timely decisions given the necessary information
- Work as an individual and meet strict deadlines in a timely manner
- Knowledge to help solve routine problems requiring independent thinking with minimal direction
- Screening, coding and input of all new business, renewal, endorsement and cancellation transactions within the department
- Basic analysis is performed to assure the insurance system entry requirements are met and to identify and resolve any on-line error conditions
- Maintain department standards for the position relative to processing speed and accuracy
- Analyze and resolve individual and system generated errors resulting from input, whether the errors/ issues result from internal systems, processing with external vendors or Registry system
- Report daily to the senior management team on daily productivity of the department
- Department lead on updating and writing procedures that is to be used companywide for training purposes within the department.

**Claims Representative, I**

- Assure 24 contact on new losses and issuance of all applicable forms within the designated time standards.
- Practice empathy and professionalism in all dealings with customers, recognize individual situations and promptly respond to their needs.
- Conduct thorough and prompt investigations of accidents and make timely coverage and liability determinations. Refer files to appropriate departments as warranted.
- Assure the oral and written communication are timely, clear, concise, and empathetic.
- Demonstrate proficiency in the use of Claim operational systems including AS400, Lotus Notes, and eClaimworks.

**IMPERIAL DISTRIBUTORS - Customer Support Representative/ Field Service Representative**  
City, STATE • 02/2010 - 08/2014

- Provide support to customers, outside sales representatives, and team members
- Demonstrate efficient use of JD Edwards system and prioritize all work to accomplish tasks
- Maintained a professional demeanor while communicating via email and phone
- Demonstrated extensive knowledge of all products to better provide customer support
- Knowing transportation schedule to better maintain delivery expectations
- Shipping- Invoice Clerk when needed
- Field Service Representative for Market Basket for last six months