

# JESSICA CLAIRE

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## PROFESSIONAL SUMMARY

Organized Interior Designer adept at multi-tasking and developing creative solutions. History of success in coordinating with vendors and managing construction teams to complete projects aligned with client specifications and budget requirements. Innovative Interior Designer driven to bring customized design concepts to life in order to guarantee complete customer satisfaction. Ready to tackle exciting new challenges in similar role with Gango Construction, LLC. Innovative Interior Designer specializing in high-end home decor projects. Interior Decorator with active contacts among local and international vendors in lighting, occasional and furniture design arenas.

## SKILLS

- Materials Requirements Determination
- Sustainable Materials
- Paste-Ups and Drawings
- American Disabilities Act (ADA) Compliance
- Environmental Plan Formation
- Contractor Oversight
- Construction Work Inspection
- Client Advisory and Recommendations
- Color and Material Application
- Commercial Interior Design
- Project Analysis

## WORK HISTORY

- 01/2019 to Current **Interior Designer**  
**Nbbj** – New York, NY
- Developed space planning concepts, color palette selections and textile presentations.
  - Developed key client relationships by providing design solutions that met needs and budgets without compromising quality or design intent.
  - Designed floor plans, elevations, 3D perspective views and material boards for review and presentation.
  - Participated in furniture selection and documentation of specifications.
  - Consulted with clients to determine architectural preference to meet overall design goals.
  - Transformed uninspiring areas into warm and inviting living spaces using various lighting fixtures, materials and products.
  - Assisted clients with budget considerations and made recommendations for furniture, wall hangings and items.
  - Carefully reviewed contractor submittals of finish materials.
  - Led interior design across conceptual, schematic, design development and construction document phases.
  - Facilitated requests regarding product information, installation methods and product upgrade options.
  - Successfully resolved technical design issues by using and.
  - Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
  - Carried out day-day-duty accurately and efficiently.
- 04/2016 to 01/2018 **Customer Service Cashier**  
**Raising Cane's** – Lake Charles, LA
- Resolved customer complaints and maintained clean and tidy checkout area.
  - Enabled customers to feel welcomed, important and appreciated by answering questions about products sold throughout store.
  - Maintained customer satisfaction with quick and professional handling of product returns.
  - Handled approximately daily credit and cash transactions for customers with accuracy and speed.
  - Counted money in drawers at beginning and end of each shift.
  - Maintained reports of transactions and greeted customers when entering and leaving establishment.
  - Processed accurate and efficient sales and return transactions to facilitate customer satisfaction.
- 04/2009 to 04/2016 **Customer Service Representative**  
**Vallen** – Grafton, WI
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
  - Answered customer telephone calls promptly to avoid on-hold wait times.
  - Answered constant flow of customer calls with minimal wait times.
  - Offered advice and assistance to customers, paying attention to special needs or wants.
  - Responded to customer requests for products, services and company information.
  - Provided primary customer support to internal and external customers.
  - Recommended products to customers, thoroughly explaining details.
  - Assisted customers with setting appointments, special order requests, and arranging merchandise pick-up.
  - Collected customer feedback and made process changes to exceed customer satisfaction goals.
  - Provided primary customer support to internal and external customers
  - Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns
  - Used company troubleshooting resolution tree to evaluate technical problems and find appropriate solutions
  - Offered advice and assistance to customers, paying attention to special needs or wants
  - Responded to customer requests for products, services and company information
  - Created and maintained detailed database to develop promotional sales
- 07/2002 to 04/2009 **Assistant Project Manager**  
**American Residential Services** – Boca Raton, FL
- Supported senior managers and department leaders by completing projects and problem resolution under tight budgets and schedule demands.
  - Closely collaborated with project members to identify and quickly address problems.
  - Delivered high level of service to clients to both maintain and extend relationship for future business opportunities.
  - Maintained tactical control of project budgets and timelines to keep teams on task and achieve schedule targets.
  - Reported on status for each project to appropriate stakeholders.
  - Escalated incidents to next level to remain compliant with company's standards and procedures.
  - Tracked project and team member performance closely to quickly intervene in mistakes or delays.
  - Created and maintained quarterly newsletter to make project progress, annual corporate strategy and upcoming projects information available to stakeholders throughout organization.
  - Obtained needed resources by strategically negotiating with stakeholders and outside suppliers.

## EDUCATION

- 03/2020 **Bachelor of Arts**  
**Rocky Mountain College of Art And Design** - Denver, CO
- Dean's List 2020
  - Honor Roll 2021
  - 4.1 GPA

## LANGUAGES

Spanish: Negotiated: English: Negotiated: