

# JESSICA CLAIRE

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(555) 432-1000 - resumesample@example.com

## EDUCATION

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### Associate of Science: Dental Hygiene

Guilford Technical Community College - Jamestown, NC

- Dean's List Fall 2020
- Class Rank: 3.65 GPA
- Member of Phi Theta Kappa
- Elected to President for Phi Theta Kappa in 2021

06/2013

### High School Diploma

Watauga High School - Boone, NC

## PROFESSIONAL SUMMARY

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Energetic Volunteer offering outstanding telephone etiquette, social media and interpersonal skills. Well-trained individual with past experience working with children and elderly people. Punctual and dedicated to service. Volunteer with success assisting organizations with service delivery and fundraising. Purpose-driven professional excels in organization and public relations. Consistently maintains professional appearance and attitude when representing organization to propel image. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. Energetic Volunteer offering outstanding telephone etiquette, social media and interpersonal skills. Well-trained individual with past experience working with children and elderly people. Punctual and dedicated to service.

## SKILLS

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- Work Prioritization
- Time Management
- Editing and Proofreading
- Adaptable and Flexible
- Administrative support
- Operations support
- Guest flow
- Negotiation Skills
- Verbal and Written Communication
- Persuasive Communication
- Presentation Skills
- Public Speaking
- Report Writing
- Active Listening
- Interviewing Skills
- Technical Writing
- Relationship building
- Research
- Recordkeeping
- Telephone etiquette
- Team collaboration
- Department planning
- Key decision making
- Child development
- Peer Mentoring
- Decision Making
- Motivational and inspirational

## PROFESSIONAL EXPERIENCE

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11/2019 to 05/2020 **Guest Advocate**

Florida United Methodist Children's Home – Plant City, FL

- Worked effectively with fellow team members to coordinate effective solutions to any question or concern.
- Conducted pre-screening activities to help determine eligibility for Target Red Card.
- Checked pricing, scanned items, applied discounts and printed receipts to ring up customers.
- Helped customers complete purchases, locate items and join reward programs.
- Supported loss prevention goals by monitoring shopper behavior.
- Volunteered for extra shifts during holidays and other busy periods to alleviate staffing shortages.
- Folded and arranged merchandise in attractive displays to drive sales.
- Maintained clean sales floor and straightened and faced merchandise.
- Informed customers of current store promotions to encourage additional sales purchases.
- Provided accurate information about promotions, customer programs and products, helping drive high customer retention.
- Balanced and organized cash register by handling cash, counting change and storing coupons.
- Supported efficient and timely replenishment of sales floor merchandise.
- Used POS system to process sales, returns, online orders and gift card activations.
- Issued receipts and processed refunds, credits or exchanges.
- Stocked merchandise, clearly labeling items, and arranging according to size or color.
- Answered questions about store policies and addressed customer concerns.
- Spoke to customers in native language to increase loyalty and establish relationships.
- Monitored sales floor and merchandise displays for presentable condition, taking corrective action such as restocking or reorganizing products.
- Trained new associates on cash register operations, including opening, conducting customer transactions and balancing drawer.
- Offered each customer top-notch, personal service to boost sales and customer satisfaction.
- Used consultative sales approach to understand customer needs and recommend relevant offerings.
- Greeted customers and helped with product questions, selections and purchases, including in-store and e-service transactions.
- Worked closely with shift manager to solve problems and handle customer concerns.
- Opened and closed store independently and prepared nightly bank drop for manager.

04/2021 to Current **Lead Teacher**

Yavapai College – Prescott, AZ

- Chose optimum curriculum for each class and devised creative daily lesson plans to meet requirements and needs of different learners.
- Increased student involvement in program offerings through strategic redesign of program processes and methods.
- Conferred with parents about student progress to boost family involvement and enhance student support.
- Planned and implemented different daily activities to enhance overall development and growth of every student.
- Communicated frequently with parents about student growth and progress, recommending at-home reinforcement to support struggling students.
- Developed and optimized rich learning environment by capitalizing on diverse engagement strategies and enriching teaching techniques.
- Maintained patience and level-headedness in diverse situations to support student development and personal growth.
- Observed and recorded teacher methods to suggest improvements and increase student interest.

05/2021 to Current **Volunteer**

The Summit Church Oak Ridge – City, STATE

- Assisted with special events or programs.
- Greeted visitors and answered questions about program, requirements and opportunities.
- Maintained clean, neat and operational facilities to serve all program needs.

## ACCOMPLISHMENTS

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Was elected President of Phi Theta Kappa in less than 1 year. Maintained a 4.0GPA for 3 semesters, and currently has a 3.65GPA. Was on the deans list for Fall 2020 semester.

## AFFILIATIONS

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Phi Theta Kappa