

JESSICA CLAIRE

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SKILLS

- Windows Operating System
- Microsoft Office
- Microsoft Word
- Microsoft Powerpoint
- Microsoft Outlook
- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Adobe Acrobat
- Technical Support and Troubleshooting
- Computer Literacy
- Practical application of psychological principles to create effective and meaningful interpersonal and business relationships
- Scientific and Data Gathering Research Abilities
- Skill-set in Conflict Resolution
- Effective Communication Skills and Presentation Expertise
- Polite Phone Etiquette
- Exemplary Written Communication and Journalism Capabilities
- Experience with Employee Relations and Morale Building Activities
- Event Planning
- Sales
- Scheduling
- Electronic document preparation
- Vendor invoicing
- Workflow Management
- Records Management
- Training & Development
- Talent Acquisition
- Deadline Completion
- Multitasking

EDUCATION AND TRAINING

The University Of Phoenix
Tucson, AZ • 2019

Bachelor of Science: Psychology

- Member of the National Society of Collegiate Scholars

Flowing Wells High School
Tucson, AZ • 2004

High School Diploma

- Obtained Scholarships to the University of Arizona and Pima Community College

SUMMARY

I intend to utilize my educational background in conjunction with my professional work experience, as I apply my knowledge base towards a long term career in Human Resources. I am entering the workforce after a period of obtaining a Bachelor of Science in Psychology and managing my home. I have worked in various fields of industry and have excelled in these different environments. I am able to engage with fellow associates, peers, and clients in an effective capacity. I possess a skill-set in research and the interpretation and application of information. I am a goal oriented, meticulous, and an understanding person and would like to add value to the company for which I am employed.

EXPERIENCE

Inova Federal Credit Union - Advocate
Remote, IN • 12/2012 - 10/2013

- Updated landing page details for partnering merchant's events, to ensure the company's website would be accurate.
- Conducted research pertaining to merchant's business validity and availability, to confirm customers could obtain services.
- Collaborated with merchants and their patrons to provide voucher clarification, resolve scheduling issues, refunds, and complaints.
- Identified and resolved merchant and consumer concerns by telephone and written correspondence, while exhibiting proper phone etiquette and correct English and grammar use.
- Answered and fielded calls to determine proper solutions to merchant and customer inquiries.
- Provided technical support for merchant and client accounts.
- Partnered with team members to explore best practices, and remedies for complex account issues.
- Performed duties and managed case load with minimal supervision.
- Established and expressed contact expectations with consumers and met those deadlines in a prompt manner.
- Participated in workplace culture events.

Citi Bank - Client First Department Collections Representative
City, STATE • 03/2011 - 12/2012

- Answered phone calls, while displaying an engaged and helpful attitude.
- Researched client's accounts, examined notes, and previous history to determine the proper course of action.
- Identified reasons for account delinquency.
- Provided solutions for the clients to return their accounts to a current status.
- Explained company forbearance and payment arrangement programs to customers.
- Delivered exemplary service to clients when enrolling them in available programs that would suit their needs, as well as the business' requirements.
- Processed client payments.
- Supervised team training modules.
- Reviewed team training transcripts.
- Reported team members training information to management.
- Maintained compliance and knowledge of company procedures and required legalities.

United States Postal Service - Casual Mail Handler
City, STATE • 10/2010 - 03/2011

- Processed and sorted incoming and outgoing mail in a detailed and organized fashion.
- Completed postal deadlines in a timely and efficient manner at all times.
- Collaborated and communicated with management and team members to explore methods to expedite and fine tune logistical challenges.
- Operated postal machinery and performed mechanical workarounds and corrections when machines would malfunction.
- Ability to lift and maneuver heavy objects up to 100lbs.

Firestone - Manager of Tire Sales/Assistant Manager
City, STATE • 12/2006 - 05/2010

- Welcomed customers and listened thoughtfully to their vehicle concerns.
- Created accurate vehicle notes and initiated work orders for vehicles.
- Selected the proper technicians for the service, and managed vehicle service completion deadlines.
- Calculated auto repair estimates by checking company stock and reaching out to other vendors if necessary.
- Relayed repair estimates and vehicle status to customers.
- Displayed accurate knowledge of various tire products and the benefits and uses related to tire type and vehicle needs.
- Interpreted auto schematic diagrams to locate and order correct vehicle parts.
- Communicated with team members and technicians to ensure projects ran smoothly.
- Maintained outside business accounts and professional relationships with auto and tire companies, such as Davis Monthan Air Force Base and Enterprise Rent-A-Car.
- Coordinated and organized sales events on a consistent basis.
- Achieved sales quotas.
- Trained new employees.
- Reviewed resumes for new hires, and assisted during the interview process.
- Paid daily expenses, processed purchase orders, and assisted with scheduling.
- Operated fax machine, printer, and other office functions.