

JESSICA CLAIRE

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SUMMARY

Enthusiastic Biology student with superior skills in working in both team-based and independent capacities. Bringing strong work ethic and excellent organizational skills to any setting. Excited to bring above average skills into education settings.

SKILLS

- Personal service background
- Ability to take initiative
- Time management
- Decision-making skills
- Training skills
- Schedule management
- Organized and detail-oriented
- Reliable and trustworthy
- Friendly, positive attitude
- Active listening

EDUCATION AND TRAINING

Eastern Iowa Community College District
Davenport, IA • 12/2020

Associate of Science: Biology
• 3.0 GPA

EXPERIENCE

Valley Health - Guest Service Advocate *Hedgesville, WV • 03/2019 - Current*

- Resolved guest challenges and complaints by applying resourceful and actionable solutions.
- Investigated guest complaints and utilized critical thinking to foster expedient resolution.
- Sought out and implemented methods to improve service and team performance to boost business sustainability.
- Answered customers' questions and addressed problems and complaints in person and via phone.
- Facilitated on-boarding process to coach new employees on company procedures and duties.
- Assisted with purchases, locating items and signing up for rewards programs.
- Assisted customers with account updates, new service additions and promotional offers.
- Kept department on-target to meet sales and profit objectives by minimizing waste and pursuing revenue generation opportunities.
- Utilized excellent math skills to maintain accurate inventory levels.
- Followed all safety protocols and company processes and procedures.

Whiteys Ice Cream - Supervisor *City, STATE • 02/2017 - 06/2019*

- Established and enforced clear goals to keep employees working collaboratively.
- Complied with company policies, objectives and communication goals.
- Resolved customer complaints and adjusted policies to meet changing needs.
- Monitored equipment, checked supplies and coordinated manpower to meet expected demand.
- Assembled and prepared ice cream-based drinks, following recipes to produce consistent products.
- Maintained cleanliness of showcase, lobby and patio area, remaining attentive to trash, tables and chairs.
- Managed POS register to complete customer transactions.
- Greeted guests pleasantly, discussing specialty flavors and answering allergen concerns.
- Memorized seasonal menu options and flavors to provide customers with updated information on new items and offerings.
- Processed telephone orders, reviewing and verifying all information for accuracy.
- Provided ongoing training to address staff needs.
- Conveyed project information consistently and quickly to resolve issues and deliver constructive feedback.
- Received incoming product deliveries and relocated to storage shelves, coolers or bins.
- Organized stockroom by keeping products in correct locations to maintain accurate inventory counts.

Whitewater Junction - Slides Attendant *City, STATE • 04/2018 - 03/2019*

- Provided emergency first aid procedures when necessary, including CPR, basic life support and Heimlich maneuver.
- Provided knowledgeable service when answering questions and greeted all customers with friendly demeanor.
- Screened guests for specific ride criteria, refusing patrons for not meeting height requirements.
- Provided physical assistance to visitors getting onto and off of rides.
- Educated patrons on facilities, entertainment options and rules and regulations.
- Supported customer needs by providing information and answering questions concerning facility, promotions, events and organizational rules and policies.
- Communicated with manager to discuss ride maintenance or repair issues.
- Trained new employees on ride operations, pointing out safety mechanisms and features.
- Served guests with enthusiastic, helpful demeanor to promote positive, memorable experiences.
- Resolved guest concerns or complaints and kept supervisors informed of escalating situations.

ADDITIONAL INFORMATION

I have been enrolled in community college since August of 2018. I received my Associate in Science degree in December of 2020, and I am still taking a class before I head to a University to receive my Bachelors in Science. By taking one class before I transfer, I am keeping a consistent positive attitude towards furthering my degree and goals. I plan to transition to a premedical to become a Dermatologist. Dermatology has always been an interest in my life after discovering personal predicaments involving dermatology. I have to provide housing, electrical, water, food, and income for school by myself, so I average 35 hours a week while taking on school fulltime. Working to me is my comfort. Working help fills my time and makes myself be accountable with my income. I need to budget and provide for my biggest expense, which is college. I can describe myself as being committed, driven, dependable, hardworking, and experienced.