

Jessica Claire

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SUMMARY

- Energetic, reliable, and skilled in high-end merchandise environments
- Personable and responsible manager with five combined years' experience in retail and customer service.
- Hands-on go-getter who takes responsibility for tasks being accomplished
- resourceful and reliable to exceed expectations.
- Motivated team player with a strong work ethic and positive attitude.
- Highly effective in fast-paced work environments.
- Resourceful fast learner who can quickly incorporate new procedures to maximize efficiency and productivity.

HIGHLIGHTS

- Results-oriented
- Self-directed
- Excellent communication skills
- Strong organizational skills
- Sharp problem solver
- Courteous demeanor
- Energetic work attitude
- Proper phone etiquette
- Independent worker
- Types 55 words per minute with minimal spelling, grammar, and punctuation mistakes
- Highly dependable with emphasis on integrity and respect for superiors
- Adaptive team player
- Visual merchandising proficiency
- Accurate and detailed
- Clean driving record
- Understands grammar, syntax, and punctuation

ACCOMPLISHMENTS

- Promoted to Customer Service Manager from a cashier after two months of employment, increasing responsibilities ten fold.
- Consistently generated additional revenue through skilled sales techniques.
- Headed major sales events such as "Black Friday" and movie and video game premiers.
- Returned a woman her purse filled with cash, credit cards, cell phones without taking anything or expecting a reward.
- Reported suspicious activity when guests' personal items were going missing due to fellow associates.
- Reported additional suspicious activity when 40 top of the line Ipads went missing, ultimately leading in part to the arrest of the head of security at a 226,000 sq. ft. Walmart Supercenter.

EXPERIENCE

2015 to Current	Management Panera Bread Co – Blacksburg, VA <ul style="list-style-type: none">• Consistently generated additional revenue through skilled sales techniques.• Assisted customers over the phone regarding store operations, products, promotions and orders.• Detailed knowledge of opening and closing procedures, including store set up, cleaning procedures in regards of health safety, maintaining inventory• Ensured all employees were in proper uniform and well equipped for their tasks• Handled customer service and up-selling when plausible.• Courteous and kind to customers with concerns to ensure a positive experience.
05/2014 to 2015	Customer Service Manager Curbell Inc – Detroit, MI <ul style="list-style-type: none">• Started as a cashier at Quinton store, transferred to Varina store after two months, then promoted to CSM within two weeks.• Handled transactions in a timely and accurate fashion.• Well-versed in ABC alcohol and tobacco laws.• Handled large sums of money in money orders as well as lottery, in which a clear government-issued background check was required.• Secured tills to \$200.00 each night and profits into password coded safe.• Assisted in cleaning and zoning store at all times, as well as delegated tasks when needed.
09/2011 to 04/2013	Sales Associate Scheels Sports – The Colony, TX <ul style="list-style-type: none">• Prevented store losses using awareness, keen attention to detail and personal integrity.• Maintained up-to-date knowledge of store policies regarding payments, returns and exchanges.• Conducted extensive online and phone research.• Voluntarily cross-trained in seven different unrelated departments and provided back-up for other customer service representatives when needed.• Interacted with customers and retail buyers to follow-up on shipping statuses and expedited orders.• Resolved product/policy issues and shared benefits of new technology.

EDUCATION

09	Advanced Diploma Denbigh High School - Newport News, VA GPA: 27 various rewards for excellence. Became a member of the National Honor Society for junior and senior year as well as made the "Who's Who of American High School Students" list GPA: 3.5 A member of Army JROTC for all 4 years, with emphasis on the Seven Army Values: Loyalty, Integrity, Selfless Service, Personal Courage, Duty, Honor, Respect. Accomplished being the most decorated female cadet with 27 various rewards for excellence. Became a member of the National Honor Society for junior and senior year as well as made the "Who's Who of American High School Students" list. Achieved a GPA of 3.5, graduating with honors and NHS banners. Did morning/afternoon announcements over the loud speaker to improve public-speaking skills.
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SKILLS

- Strong attention to detail
- Customer service oriented
- Public-speaking
- High integrity
- Respect for superiors.
- Fast learner