

# JESSICA CLAIRE

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## SUMMARY

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- 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

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- 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

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- 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

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2015 to Current

### Management

Panera Bread Co – Blacksburg, VA

- 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

- 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

- 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

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### 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.

## SKILLS

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