

Jessica Claire

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Professional Summary

Lifelong Steward in client and customer settings with outstanding intuition for social cues and experiential service. Expert in maintaining accuracy in high-traffic times with understanding of the complexity of restaurant ecosystems, customer service opportunities. Fantastic product memory. Known for handling multiples of tables at once and storing product, order, and customer information by memory. Able to oversee operations of a space, customer and employee functions meanwhile engaging with work on the ground floor.

Skills

- Engaging with Diverse Customers
- Building Customer Relationships and Loyalty
- Relationship and Team Building
- Complex Problem Solving
- Store Policies and Procedures
- Adaptable and Flexible
- Product Knowledge

Work History

Owner, Operator, Designer, 08/2019 to Current

Pace Life Sciences – Fridley, MN

- Developed a design brand servicing local clients with transformational space design and an ethos-driven broadcast
- Built and maintained a retail space PARLOR that functions as a plant shop by day and a lounge by night, including curating and running all bookings, events, and daily operations not limited to retail sales, client services and marketing, etc.
- Managed partnerships and vendors including collaborations with community organizations on events and sourcing of local vendors for display and sale of goods in-store
- Identified and capitalized on short- and long-term revenue generation opportunities including sourcing and purchasing of common and rare wholesale product for retail and direct-to-client sale
- Maintained effective staff and resource utilization rates to balance financial and operational obligations
- Cultivated inclusivity-oriented business culture as a main tenet of conduct with all employees, vendors, customers and community members

Driver, Ind. Contractor, 08/2017 to 04/2018

Marriott International – Aurora, CO

- Legitimately treated this gig like a serving job i.e. reading social cues to anticipate customer needs and desires, providing engagement or lack thereof depending on customer cues, assisting with inquiry, and providing an altogether pleasant environment and experience for the duration of each trip for each passenger
- Achieved exemplary customer ratings on post-trip surveys for timeliness, vehicle cleanliness and customer service.
- Maximized passenger satisfaction by keeping vehicles in safe and clean operating condition.

Manager, 02/2017 to 07/2017

Cha Cha Cha – City, STATE

- Promoted positive, bouyant atmosphere and went above and beyond to guarantee each customer received exceptional food and service.
- Carefully interviewed, selected, trained and supervised staff.
- Oversaw front of house personnel to maintain adequate staffing and minimize overtime.
- Reconciled cash and credit card transactions to maintain accurate records.
- Led and directed team members on effective methods, operations and procedures.
- Correctly calculated inventory and ordered appropriate supplies.
- Purchased adequate quantities of necessary restaurant items, including food, beverages, equipment and supplies.
- Continuously evaluated business operations to effectively align workflows for optimal area coverage and customer satisfaction.
- Quickly identified problem situations and skillfully resolved incidents to satisfaction of involved parties.

Server, 08/2016 to 02/2017

Cha Cha Cha – City, STATE

- Greeted new customers, discussed specials and took drink orders.
- Kept server areas clean and stocked to increase efficiency while working tables.
- Used communication and problem-solving skills to resolve customer complaints and promote long-term loyalty.
- Collaborated with kitchen staff to correctly update customers on unavailable dishes and wait times.
- Stayed up-to-date on menu changes to help customers make food choices.
- Cultivated warm relationships with regular customers.
- Worked with POS system to place orders, manage bills and handle complimentary items.
- Arranged and prepared tables for customers to offer memorable experiences to guests and foster repeat business.
- Used slow periods to restock supplies, ice, trays and delivery bags.
- Kept register accurate through correct billing, payment processing and cash management practices.

Education

High School Diploma

Lake Oswego High School - Lake Oswego, OR

Associate of Arts: Photography

Oregon State University - Corvallis, OR

Bachelor of Arts: Commercial Photography

The Art Institute of Seattle - Seattle, WA