

# Jessica Claire

100 Montgomery St. 10th Floor  
(555) 432-1000 - resumesample@example.com

## SUMMARY

Positive, upbeat , brings more than 18 years of customer-facing experience in fast-paced settings. Highly adaptable to addressing diverse customer needs. Proven history of building trust with customers to promote satisfaction, resolve concerns and maintain long-term loyalty. Dependable, strong work ethic and always ready to work and help as a team player.  
I have a Louisiana retail floral license.

## SKILLS

- Price Negotiation
- Vendor Relationships
- Flower Storage
- Bouquets, Corsages and Displays
- Artistic Flower Arranging
- Customer Orders
- Client Consultations
- Work Ethic
- Computer Skills
- Organizational Skills
- Friendly, Positive Attitude
- Reliable and Trustworthy
- Conflict Resolution
- Relationship Building
- Active Listening
- Training & Development
- Customer Service
- People Skills

## EXPERIENCE

- 10/2016 to 02/2022   **Floral Designer**  
**Belmond** – Charleston, SC
- Cut, arranged and produced flower bouquets and potted perennial plants according to customer specifications.
  - Communicated clearly and effectively with customers to determine type of arrangement desired, occasion and date, time and location for each arrangement needed.
  - Ordered and maintained floral inventory and supplies to meet customer demand and offer seasonal varieties.
  - Participated in client consultations to discuss floral designs for special occasions, christenings, weddings and funerals.
  - Shared details on how to properly care for purchased flowers and plants with customers.
  - Stayed current on latest floral trends and supplier products by conducting careful research.
  - Set up colorful and inspiring store displays and arrangements.
  - Created tabletop and various other custom arrangements or pieces.
  - Worked successfully with diverse group of coworkers to accomplish goals and address issues related to our products and services.
  - Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.
- 09/2013 to 09/2016   **Management Trainee**  
**Erickson Living** – Fairfax, VA
- Resolved customer issues efficiently to build loyalty.
  - Assumed responsibilities of store manager during supervisor's absence.
  - Communicated status of assigned responsibilities to management.
  - Resolved client issues by delivering excellent customer service and maintaining positive attitude.
  - Balanced cash drawer daily and performed opening and closing duties.
  - Responded to advanced issues with professional and relationship-focused approach.
  - Assisted with administrative tasks to better understand industry processes.
  - Met with customers to discuss options for selection of products and services.
  - Aided compilation of employee performance reviews to identify areas for training, provide feedback and set goals for improvement.
  - Evaluated accounts to determine accuracy and resolve issues to maintain customer satisfaction.
  - Shadowed managers to gain understanding of organizational expectations and management techniques.
  - Assisted with projects and responsibilities to foster relationships with internal departments.
  - Tracked, recorded and reported customer satisfaction data for each shift.
  - Collaborated with management on marketing strategies to increase sales and gross profit.
  - Contributed to outline and direction for employee project teams.
  - Scheduled team members in busy office settings to facilitate appropriate coverage.
  - Collaborated with manager to compile standardized policy to maintain compliance with company guidelines and regulatory requirements.
  - Assisted with recruitment, interviewing and onboarding new employees.
- 02/2010 to 09/2013   **Store Manager**  
**Genuine Parts Company** – Neptune, NJ
- Investigated and resolved variances with inventory records.
  - Performed cycle counts on daily basis to immediately spot errors and apply remedies.
  - Received incoming goods, checked paperwork and reviewed merchandise for accuracy against documentation.
  - Received, checked-in and stocked merchandise throughout store, helped maintain store inventory levels and assisted with orderliness and cleanliness of sales floor and stock room.
  - Organized and processed damaged goods according to vendor and manufacturer procedures.
  - Assessed current inventories and brought in supplies to keep stock within optimal levels for expected demands.
  - Managed weekly inventory and supply tracking, noting items requiring reorder.
  - Verified receipt of returned materials to maintain accuracy of vendor credits.
  - Provided top quality control while eliminating downtime to maximize revenue.
  - Recommended improvements to management to regulate inbound load volume based on inventory requirements.
  - Strengthened operational efficiencies and traceability by utilizing organizational filing systems for product placement.
  - Entered information into system to update status reports.
  - Reviewed accuracy of vendor credits by analyzing receipt of returned materials.
- 02/2005 to 01/2010   **Dog Groomer**  
**Metro Animals And Happy K9** – Plano, TX
- Developed long-term relationships with clients and bonded with animals through regular contact.
  - Supported animal health by keeping areas clean, neat and properly sanitized.
  - Cleaned and disinfected kennels and common areas to reduce spread of illness from infected animals.
  - Removed waste from kennels, runs and exercise areas and placed in trash receptacles or in-ground septic systems.
  - Cared for pets during owners' absences.
  - Created consistent workflows by assisting with washing, drying and folding duties.
  - Washed, groomed and trimmed each animal to enhance coat health.
  - Assisted grooming staff with nail clipping, blow-drying and combing during peak hours and holidays.
  - Observed animals and conducted examinations to identify signs of injury, illness or disease.
  - Unloaded and organized supplies and product inventory.
  - Refilled shampoo bottles, sanitized clippers, combs and brushes and placed clean towels at each station following shift completion.
  - Examined animals for injury or illness and documented symptoms for veterinarian review.
  - Explained lodging, grooming and care services to pet owners and cross-sold specialty products.
  - Completed owner paperwork and obtained information regarding possible allergies, potential aggressive behavior, preferred food type and owner contact details.
  - Delivered excellent service to pet owners to drive repeat business.
  - Kept dogs safe by remaining alert to environmental conditions and nearby animals.

## EDUCATION AND TRAINING

05/2003   **High School Diploma**  
**Grant High School** - Dry Prong, LA

**General Studies**  
**LSUA** - Alexandria, LA

**Grooming License: Dog Grooming**  
**Petsmart Grooming School** - Flowood, MS