

Jessica Claire

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SUMMARY

Me as a person I have worked two types of jobs retail, and warehouse. By far I would have to say I would enjoy waking up to go work retail rather than being not to excited to go to work for Amazon or Fed Ex. That is because what I’ve always felt I had a strong point with communicating very well and being a very approachable person, which I feel makes me great for retail having to deal with so many different people with different backgrounds and different beliefs, however we are all so similar in many ways which brings us all together. You honestly never know what kind of day someone is having and just by being nice and helping them out can really go a long way. So I try my best to engage with the guest and read body language and how they respond so I know how to interact with different people because no two people are the same, so ultimately the goal is to make the guest feel comfortable as possible, then help them find what it is they are looking for. In life I would love and it’s my dream to become a therapist, counselor, or and social worker The goal is to help as many people as I possibly can and that is why I love working what I do right now with the guest making them happy and making sure my team members, co worker, managers, leads, and really everyone happy.

Reliable Customer Service Representative with extensive track record in demanding sales and account management environments. Strong presenter, communicator and problem solver working effectively and productively with diverse customers and individual needs. Detailed Client Service Associate known for having great organizational skills. Gifted at working with all types of customers. Looking for a new role where hard work and dedication will be highly valued.

Self-motivated [Job Title] highly experienced in guest services. Pleasant personality coupled with talents in customer relations, recordkeeping and problem-solving. Outgoing when greeting and communicating with others to maintain positive atmosphere.

Well-rounded [Job Title] experienced in managing guest check-in and check-out and resolving guest complaints. Outgoing individual committed to maximizing company profits and accommodating guest requests. Proficient in various types of reservation software.

Positive and upbeat [Job Title] successful at balancing guest and business needs. Well-organized in managing check-in and check-out procedures and coordinating services with diverse team members. Good multitasking, planning and communication skills.

SKILLS

- Computer Skills
 - Key Management System
 - Customer Service
 - Verbal and Written Communication
 - Payment Processing
 - Reservation Processing
 - Promoting Services and Amenities
 - Information Confidentiality
 - Flexible Schedule
 - Guest Orientation
- Issue Resolution
 - Inventory Monitoring
 - Understanding Customer Needs
 - Transaction Processing
 - Creative Problem Solving
 - Call Documentation
 - Building Customer Trust and Loyalty
 - Translation and Interpretation Services
 - Courteous with Strong Service Mindset

EXPERIENCE

Guest Advocate/Front of Store Attendant , 10/2022 - Current

Circle K Stores, Inc. – Sorrento, FL

- As of right now I’m a front of store attendant who has to make sure there are carts in the store and hand baskets around the store as well as doing other chores such as making sure the lanes are stocked with bags receipt papers and other things. I also help out at the service desk and drive up which consists of online order pick ups in store and drive up outside the store and returning items at the service desk and helping fix mistakes that were made for the guest.
- Managed customer complaints and rectified issues to complete satisfaction.
- Greeted walk-in and phone guests, determining interests and needs.
- Organized and cleaned lobby and reception areas, fostering strong visual presentation.
- Welcomed large volume of guests and improved overall customer service.
- Promoted high level of guest satisfaction through genuine, enthusiastic and friendly interactions.
- Handled payment processing and provided customers with receipts and proper bills and change.
- Maintained knowledge of local activities and events to educate guests on options.

Cashier, 05/2022 - 09/2022

Q Hotels Management – Lake Charles, LA

- I was cashier at Home Depot in the front of the store and also in the garden as well as self checkout and make sure guest transactions go as quickly and smoothly as popsicle so they feel good when leaving our store
- Accepted cash and credit card payments, issued receipts and provided change.
- Answered product questions with up-to-date knowledge of sales and store promotions.

Guest Service Associate, 08/2020 - 12/2021

Target – City, STATE

- Handled payment processing and provided customers with receipts and proper bills and change.
- Guaranteed guest satisfaction and positive experience through genuine, enthusiastic and friendly interactions.
- Educated guests regarding important property information and directions to different hotel areas.
- Welcomed large volume of guests and improved overall customer service.
- Maintained knowledge of local activities and events to educate guests on options.
- Managed customer complaints and rectified issues to complete satisfaction.
- Invited guests to join loyalty programs and special promotions to stay connected.
- Greeted walk-in and phone guests, determining interests and needs.
- Promoted high level of guest satisfaction through genuine, enthusiastic and friendly interactions.

EDUCATION AND TRAINING

High School Diploma: 06/2020

Apple Valley High School - Apple Valley, CA