

# Jessica Claire

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## SUMMARY

OFFICE & CUSTOMER SERVICE EXPERIENCED Reliable Dynamic Responsible Strong Problem Solving Skills Organized Summary Of Qualifications Dedicated and self-motivated individual offering a great background in office environment, with hands-on experience in quality customer service. Able to produce results above client and employer expectation. Excellent communication, organization and time management skills. Strong multi-tasking abilities, needing little or no supervision. Work well both independently and as a contributing member of the team. Proficient in Microsoft Office Suite and the Internet. Enthusiastic Personal Assistant who is a fast learner and can deliver results quickly. Energetic, motivated assistant who is highly organized and skilled at balancing the needs of clients in both personal and professional capacities. Accurate, assertive and adaptable Personal Assistant who can effectively multi-task in challenging situations and meet critical deadlines. Outstanding Personal Assistant driven to provide excellent support to busy business professionals with little guidance. Expert in Excel functions and multi-tasking.

## HIGHLIGHTS

- Database
- Facsimile
- Filing
- Inventory
- Materials
- Mail
- Money
- Office machines
- Photocopiers
- Pricing and sales
- Scanners
- Telephones and voice mail.

## EXPERIENCE

### SALES

02/2015 to CURRENT

#### Api Group Corporation | Meridian, ID,

Collected customer feedback and made process changes to exceed customer satisfaction goals.  
Made reasonable procedure exceptions to accommodate unusual customer requests.  
Provided accurate and appropriate information in response to customer inquiries.  
Addressed customer service inquiries in a timely and accurate fashion.  
Maintained up-to-date records at all times.  
Worked with upper management to ensure appropriate changes were made to improve customer satisfaction.  
Provided cross training to 3 staff members.  
Recommended and helped customers select merchandise based on their needs.  
Exchanged returned merchandise for customers quickly and efficiently.  
Confirmed that appropriate changes were made to resolve customers' problems.  
Extended customer subscriptions, offering discounts and promotions to ensure high customer retention rates.  
Informed customers about sales and promotions in a friendly and engaging manner.  
Processed up to 14 customer sales per day.  
Trained new employees on company customer service policies and service level standards.

### SALES CONSULTANT

2014 to 02/2015

#### Thi E-Commerce | Houston, TX,

Communicate with customers, employees, and other individuals to answer questions, receive and distribute money, and address complaints.  
Ensure customer satisfaction and receive numerous compliments for my customer service daily.  
Stock and clean all supplies, Inform customers of all sales and pricing along with information regarding all products.  
Close register.  
Stand on feet for long periods of time.  
Answered customers' questions and addressed problems and complaints in person and via phone.  
Opened and closed the store, which included counting cash drawers and making bank deposits.  
Helped customers select products that best fit their personal needs.  
Educated customers on product and service offerings.  
Kept the showroom clean and maintained neat, orderly product displays.  
Built customer confidence by actively listening to their concerns and giving

appropriate feedback.  
Completed floor replenishment to guarantee size availability and promote customer satisfaction.  
Communicated information to customers about product quality, value and style.  
Balanced the needs of multiple customers simultaneously in a fast-paced retail environment.  
Built and maintained effective relationships with peers and upper management.  
Attended team meetings each month to voice concerns and offer constructive feedback to others.

#### TEAM MEMBER

2013 to 2014

##### Northwest Landscape Services | Snoqualmie, WA,

Communicate with customers, employees, and other individuals to answer questions, take orders, and address complaints.  
Handle large amounts of cash throughout the day.  
Ensure customer satisfaction and receive numerous compliments for my customer service daily.  
Do prep work and stock supplies.  
Sanitize and keep cleanliness in order.  
Close register, and dining area.  
Sweep, mop and stock for next shift.  
Stand on feet for a long amount of time.

#### OFFICE CLERK

2012 to 2013

##### Popular Inc | Perth Amboy, NJ,

Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders, and address complaints.  
Answer telephones, direct calls, and take messages.  
Compile, copy, sort, and file records of office activities, business transactions, and other activities.  
Handled incoming and outgoing correspondence, including mail, email and faxes.  
Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems, and personal computers.  
Compute, record and proofread data and other information, such as records.  
Maintain and update filing, inventory, mailing, and database systems, either manually or using a compute.  
Open, sort, and route incoming mail, and prepare outgoing mail.  
Review files, records, and other documents to obtain information to respond to requests.  
Deliver messages and run errands.  
Inventory and other materials, supplies, and services.  
Screened telephone calls and inquiries and directed them as appropriate.  
Devised and maintained office systems to efficiently deal with paper flow.  
Created expense reports using Microsoft Excel spreadsheets.  
Typed documents, updated websites and compiled information for meetings.  
Conducted extensive online and phone research.

#### EDUCATION

##### High School Diploma |

2014

##### Gateway High School, Kissimmee, FL

GPA:

#### LANGUAGES

Fluent in Spanish Report writing

#### SKILLS

Business correspondence, Excellent communication, customer satisfaction, Customer satisfaction, customer service, Customer service, Database, email, expense reports, fast, faxes, Facsimile, Filing, Inventory, listening, mailing, Materials, meetings, Microsoft Excel, Mail, Money, office, neat, next, Office machines, Photocopiers, Pricing, quality, Report writing, research, retail, sales, Scanners, Fluent in Spanish, spreadsheets, take messages, team player, telephone, Telephones, phone, phone etiquette, typing speed, voice mail, websites