

JESSICA CLAIRE

Montgomery Street, San Francisco, CA 94105

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SUMMARY

Enthusiastic, and outgoing Customer Service Associate proficient at building positive relationships with new and existing customers by offering superior customer service. Skilled in establishing rapport with clients. Self-motivated with exceptional communication and computer capabilities.

HIGHLIGHTS

- Exceptional communication skills
- Upselling techniques
- Quick learner
- Merchandising
- Credit card processing
- Stocking
- Strategic sales knowledge
- Skilled problem solver
- Proficient in cash management
- Cash handling accuracy
- Banking and financial services background
- Organized
- Detail-oriented
- Excellent multi-tasker
- Display design
- Flexible schedule
- Proficient in MS Office

EXPERIENCE

09/2014 to 08/2015 **Sales**

Api Group Corporation - Houston, TX,

- Greeted customers entering the store to ascertain what each customer wanted or needed.
- Described product to customers and accurately explained details and care of merchandise.
- Politely assisted customers in person and via telephone.
- Answered product questions with up-to-date knowledge of sales and store promotions.
- Bagged, boxed or gift-wrapped sold merchandise per customer's request.
- Provided ongoing guest service, including giving fashion advice.
- Maintained cleanliness and presentation of stock room and production floor.
- Built long-term customer relationships and advised customers on purchases and promotions.
- Routinely answered customer questions regarding merchandise and pricing.
- Asked open-ended questions to assess customer needs.
- Designed displays to make the store experience interactive, engaging and reassuring.
- Learned, referenced and applied product knowledge information.
- Replenished supplies, bags and other materials at each cash wrap.
- Folded and arranged garments in attractive displays.
- Recommended alternative items if product was out of stock.

08/2013 to 05/2014 **Laborer/ Housekeeping**

Holiday Inn Club Vacations - TX, State,

- Properly labeled and diluted all cleaning solutions.
- Supervised the cleaning, maintenance and care of building and grounds.
- Thoroughly scrubbed and cleaned bathroom fixtures and partitions.
- Washed and spot-cleaned files, desktops, office glass, partitions, doors and walls.
- Spot cleaned furniture and carpet.
- Cleaned building floors by sweeping, mopping, scrubbing and vacuuming.
- Promoted building security by locking doors and checking electrical appliances for safety hazards.
- Set up, arranged and removed decorations, tables, chairs, ladders and scaffolding to prepare facilities for large events.
- Scrubbed, top-coated, buffed and varnished hard floors.
- Worked here again in 2015.

10/2011 to 04/2012 **Cashier**

Lockheed Martin Corporation - Vergennes, VT,

- Answered several calls per day by addressing customer inquiries, solving problems and providing new product information.
- Greeted customers entering the store to ascertain what each customer wanted or needed.
- Politely assisted customers in person and via telephone.
- Provided an elevated customer experience to generate a loyal client.
- Answered product questions with up-to-date knowledge of sales and store promotions.

2011 to 06/2011

Cashier/ Food Preparation/ Tanning

First United Bank & Trust Co - Sanger, TX,

- Answered questions regarding the store and its merchandise.
- Greeted customers and ascertained customers' needs.

- Stocked shelves and supplies and organized displays.
- Baked, roasted, broiled, and steamed meats, fish, vegetables, and other foods
Trained kitchen staff on proper use of equipment, food handling, and portion sizing.
- Ensured freshness of food and ingredients by checking for quality, keeping track of old and new items, and rotating stock Inspected and cleaned food preparation areas to ensure safe and sanitary food-handling practices Prepared daily food items, and cooked simple foods and beverages Executed customer transactions, including money, checks and charge accounts.
- Counted cash drawers.

06/2010 to 09/2010 **Technician**

Crh " Cantonment, FL,

- Cared for animals pre-surgery.
- Performed routine diagnostic tests.
- Helped euthanize sick and injured animals when appropriate.
- Cared for animals in both routine and emergency situations.
- Weighed and helped preform exams on animals and recorded information in files.
- Help Vet on duty with surgeries.
- Prepared billing after treatment.

08/2009 to Current **Substitute Secretary / Substitute Teachers aide**

Rooms To Go " Corpus Christi, TX,

- Promoted good behavior by using the positive reinforcement method.
- Helped distribute employee notices and mail around the office.
- Screened all visitors and directed them to the correct employee or office.
- Answered and quickly redirected several calls per day.
- Answered and managed incoming and outgoing calls while recording accurate messages.
- Maintained a clean reception area, including lounge and associated areas.
- Helped with children that needed direct supervision at all times.

11/2006 to 01/2009 **Teller**

Wesbanco " City, STATE,

- Organized, stocked and maintained the teller window area.
- Organized and removed online banking files no longer in use.
- Executed customer transactions, including deposits, withdrawals, money orders and checks.
- Rapidly and efficiently prepared customer and ATM cash and change orders.
- Coordinated daily cash reconciliation at a high-volume location.
- Maintained balancing record with a high rate of accuracy.
- Handled various accounting transactions.

03/2006 to 11/2006 **Customer Service**

Acorn Plaza Foodland DBA Piggly Wiggly " City, STATE,

- Office Cleaned grocery shelves, storage area and work areas and kept floors free of spills, water and hazardous debris.
- Refilled and rotated items on shelves to maintain well-stocked inventory.
- Directly oversaw the overnight store operations, including issuing staff assignments and creating production lists.
- Verified all deliveries against invoices and completed shortage and overage reports.
- Developed knowledge about products and sales items to answer shoppers' questions.
- Maintained up-to-date knowledge of product and service changes.
- Solved unresolved customer issues.
- Strong leader of customer support staff.
- Supervised invoice processing, purchase orders, expense reports, credit memos and payment transactions.
- Created daily and weekly cash reports for accounting management.
- Monitored payments due from clients and promptly contacted clients with past due payments.
- Executed customer transactions, including deposits, withdrawals, money orders and checks.
- Coordinated daily cash reconciliation at a high-volume location.
- Handled various accounting transactions.

04/2012 to Current **Housekeeping**

Self Employed " City, STATE,

- Cleaned rooms to the satisfaction of all clients.
- Safely operated equipment such as vacuum cleaners, floor buffers and carpet machines.
- Cleaned and maintained bathrooms and showers and swept and mopped floors.
- Traveled to and from work sites in a timely manner.
- Dusted furniture, walls, machines and equipment.
- Dusted and mopped all hard surfaces.
- Gathered and emptied trash and recycling bins.
- Polished furniture and metal fixtures.

- Managed quality communication, customer support and product representation for each client.
- Worked under strict deadlines and responded to service requests and emergency call-outs.

EDUCATION

2006

High School Diploma:

Oak Hill High School - Oak Hill, OH

GPA: Top 10% of class Graduated with Honors member of National Honor Society
treasurer of FCCLA

Top 10% of class

Graduated with Honors

Member of National Honor Society

Treasurer of FCCLA

SKILLS

À cash management, communication skills, computer literate, customer service