

# Jessica Claire

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## PROFESSIONAL SUMMARY

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. Enthusiastic worker eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of a variety of tasks and training. Motivated to learn, grow and excel at any task that is given.

## SKILLS

- Cleaning and Sanitizing
- Self-Motivated
- Customer-Oriented
- Multi-Line Telephone Systems
- Personable and Friendly
- Service-Oriented
- Attention to Detail
- Multitasking and Prioritization

## WORK HISTORY

### HEALTHCARE HOSTESS

10/2021 to CURRENT

Nsk | Mi, MI,

- Checked and restocked server areas and organized .
- Offered patients and families emotional support and instruction in preparing healthy meals.
- Interacted kindly with patients and families and displayed positive, outgoing attitude, resulting in establishment of long-term, professional relationships.
- Developed rapport to create safe and trusting environment for care.
- Followed nutritional plans to prepare optimal meals.
- Visited patients daily.
- Supervised daily activities and provided assistance to staff.
- Cleaned and stocked areas.
- Answer phone calls from patients and their family members to better assist them with their needs.

### TEAM MEMBER

01/2021 to 07/2021

Petco | Warwick, RI,

- Cash handling and managing customer returns.
- Upsell and meeting daily, weekly and monthly goals.
- Help customers with their shopping experiences and helping them put outfit options together.
- Opened and closed store by counting cash, closing and opening registers and delegating daily staff assignments.
- Kept location clean and sanitized.
- Organized and recovered shelves, put away returns and cleaned spills and messes to maintain high standards throughout sales floor.
- Operated register to process payments and collect cash payment for order totals.
- Interacted positively with team members and customers to promote commitment to organization's vision and values.
- Communicated pleasantly and professionally when answering phones, two-way radio calls and making announcements over PA system.
- Maintained general knowledge of departments to help customers quickly locate products and merchandise.
- Used cash register to tally purchases, collect payment and execute fast and friendly check-out experiences.

### TEAM MEMBER

06/2020 to 04/2021

Petco | Washington, DC,

- Handled any guest or team member situations that may arise throughout the day
- Ensure that team members are in the correct positions
- Restocked condiment dispensers, napkins, silverware and drink machines to prevent shortages.
- Replenished food items, paper products and canned goods to keep pantry well-stocked during busy periods.
- Assisted with in-store operations by disassembling delivery boxes, cleaning floors and dishwashing.
- Recorded orders by answering customer questions and entering requests in system.
- Cleared trays and removed trash from tables before sanitizing surfaces.
- Greeted guests pleasantly and answered menu questions.
- Prepared food orders, cooking on grill and operating fry station.
- Used proper techniques to prepare food and ingredients.
- Used cash registers and calculators to prepare bills, accept payments and make change.
- Monitored food temperatures and cooking equipment settings to maintain

- safety and prevent food-borne illness.
- Operated register to process payments and collect cash payment for order totals.
- Greeted customers at drive-thru and took food orders.

#### TEAM MEMBER

06/2019 to 08/2020

##### Petco | Apple Valley, MN,

- Cash handling and managing customer returns.
- Upsell and offer company's credit card to every guest.
- Help customers retrieve their online order.
- Part of shipment and receiving team, also help with floor sets and price changes.
- Assist on opening and closing operations on a daily basis.
- Greet guests.
- Learned all required tasks quickly to maximize performance.
- Maintained order accuracy and customer satisfaction by double-checking packing labels while packaging products.
- Trained new team members by relaying information on company procedures and safety requirements.

#### TEAM MEMBER

05/2017 to 08/2018

##### Face Amusement | City, STATE,

- Assist guest at redemption counter and help them pick out their prizes
- Greet guest as they come into the fun center and inform them of play card specials
- Help keep games restocked throughout the day
- Clean games and help keep the fun center clean for guests
- Help guest with any game issues they encounter or reloading their cards.

#### EDUCATION

##### High School Diploma |

07/2020

##### Tohopekaliga High School, Kissimmee, FL,

GPA:

##### No Degree | General Studies

##### Valencia College, Orlando, FL

GPA:

#### LANGUAGES

##### English:

Native or Bilingual

##### Spanish:

Native or Bilingual

#### SKILLS

- Cleaning and Sanitizing
- Self-Motivated
- Customer-Oriented
- Multi-Line Telephone Systems
- Personable and Friendly
- Service-Oriented
- Attention to Detail
- Multitasking and Prioritization

#### WORK HISTORY

##### HEALTHCARE HOSTESS 10/2021 to CURRENT

##### Sodexo Services | Kissimmee, FL

- Checked and restocked server areas and organized.
- Offered patients and families emotional support and instruction in preparing healthy meals.
- Interacted kindly with patients and families and displayed positive, outgoing attitude, resulting in establishment of long-term, professional relationships.
- Developed rapport to create safe and trusting environment for care.
- Followed nutritional plans to prepare optimal meals.
- Visited patients daily.
- Supervised daily activities and provided assistance to staff.
- Cleaned and stocked areas.
- Answer phone calls from patients and their family members to better assist them with their needs.

#### TEAM MEMBER

01/2021 to 07/2021

##### Psycho Bunny | Orlando, FL

- Cash handling and managing customer returns.
- Upsell and meeting daily, weekly and monthly goals.
- Help customers with their shopping experiences and helping them put outfit options together.

- Opened and closed store by counting cash, closing and opening registers and delegating daily staff assignments.
- Kept location clean and sanitized.
- Organized and recovered shelves, put away returns and cleaned spills and messes to maintain high standards throughout sales floor.
- Operated register to process payments and collect cash payment for order totals.
- Interacted positively with team members and customers to promote commitment to organization's vision and values.
- Communicated pleasantly and professionally when answering phones, two-way radio calls and making announcements over PA system.
- Maintained general knowledge of departments to help customers quickly locate products and merchandise.
- Used cash register to tally purchases, collect payment and execute fast and friendly check-out experiences.

#### TEAM MEMBER

06/2020 to 04/2021

##### McDonald's Restaurant | Orlando, FL

- Handled any guest or team member situations that may arise throughout the day
- Ensure that team members are in the correct positions
- Restocked condiment dispensers, napkins, silverware and drink machines to prevent shortages.
- Replenished food items, paper products and canned goods to keep pantry well-stocked during busy periods.
- Assisted with in-store operations by disassembling delivery boxes, cleaning floors and dishwashing.
- Recorded orders by answering customer questions and entering requests in system.
- Cleared trays and removed trash from tables before sanitizing surfaces.
- Greeted guests pleasantly and answered menu questions.
- Prepared food orders, cooking on grill and operating fry station.
- Used proper techniques to prepare food and ingredients.
- Used cash registers and calculators to prepare bills, accept payments and make change.
- Monitored food temperatures and cooking equipment settings to maintain safety and prevent food-borne illness.
- Operated register to process payments and collect cash payment for order totals.
- Greeted customers at drive-thru and took food orders.

#### TEAM MEMBER

06/2019 to 08/2020

##### The Children's Place | Orlando, FL

- Cash handling and managing customer returns.
- Upsell and offer company's credit card to every guest.
- Help customers retrieve their online order.
- Part of shipment and receiving team, also help with floor sets and price changes.
- Assist on opening and closing operations on a daily basis.
- Greet guests.
- Learned all required tasks quickly to maximize performance.
- Maintained order accuracy and customer satisfaction by double-checking packing labels while packaging products.
- Trained new team members by relaying information on company procedures and safety requirements.

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05/2017 to 08/2018

##### Face Amusement | Orlando, FL

- Assist guest at redemption counter and help them pick out their prizes
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