

Jessica Claire

📍 Montgomery Street, San Francisco, CA 94105 📞 (555) 432-1000,

✉️ resumesample@example.com 🔗

CAREER OVERVIEW

Mature and professional administrative assistant with over 8 years of experience seeking an employment opportunity where my skills and versatility

CORE STRENGTHS

- Microsoft Office proficiency
- Telecommunication skills
- Telephone inquiries specialist
- Customer service expert
- Strong work ethic
- Good written communication
- Self-directed
- Excellent communication skills
- Persuasive communication expertise
- Goal-oriented
- Professional and mature
- Meticulous attention to detail

ACCOMPLISHMENTS

Customer Interface

- Greeted customers upon entrance and handled all cash and credit transactions.
- Assisted customers over the phone regarding store operations, product, promotions and orders.

Market Research

- Interviewed clients via market research surveys to identify product issues and customer needs.

Product Sales

- Cross-sold services at a rate of 30%, upgrading customers to different plans and product packages.

Multi-tasking

- Cashiered with two cash registers at once in tandem to maximize customer flow.

WORK EXPERIENCE

RECRUITER

01/2012 to

Fidelity National Information Services | Collegeville, PA,

- Communicated the duties, compensation, benefits and working conditions to all potential candidates
- Employed multiple feedback mechanisms and analysis to continuously improve the recruiting process.
- Maintained an accurate candidate tracking system.
- .Contacted all job applicants to inform them of their application status.

PASTRY DECORATOR

09/2014 to 01/2015

Cambridge Savings Bank | Arlington Center, MA,

- Diligently completed all assigned tasks, working overtime as needed.
- Documentation Ensured charting accuracy through precise documentation.
- Customer Service Researched, calmed and rapidly resolved client conflicts to prevent loss of key accounts.
- Prepared ingredients to make different icing.
- Maintained a steady, quick pace to beautifully decorate thousands of pastries a week.
- Requires organizational skills, time management and attention to details.

CATERING ASSOCIATE AND SPECIALTY CHEF

09/2012 to 03/2013

Jasons Deli | City, STATE,

- I assisted customers, mainly large businesses, in the planning of the menu of the event.
- Required excellent communication skills, sales and superb customer service.
- I prepared all the desserts for the restaurant every morning as well as all the different party platters for the appropriate number of guests at the event
- Cleaned and prepared various foods for cooking or serving
- Managed preparation and presentation of the desserts for all catered events.
- .Checked the quantity and quality of received products

AUTOMOBILE SALESPERSON

2008 to 2009

Toyota Of Lewisville | City, STATE,

- Participated in various incentive programs and contests designed to support achievement of production goals.
- Developed tool to track and monitor personal sales opportunities, deals in progress and finished contracts.

PERSONAL BANKER

03/2006 to 11/2006

Bank Of America | City, STATE,

- Developed highly empathetic client relationships and earned reputation for exceeding sales goals.
- Cross-trained and provided back-up for other customer service representatives when needed.Maintained up-to-date knowledge of bank products and services.
- Identified prospective customers using lead generating methods and performing an average of 60 cold calls per day
- .Participated in various incentive programs and contests designed to support achievement of production goals.
- Developed tool to track and monitor personal sales opportunities, deals in progress and finished contracts.

ADMINISTRATIVE ASSISTANT AND MEDICAL
TRANSCRIPTIONIST

07/1998 to 05/2002

South Texas Retina Consultants | City, STATE,

- Wrote reports and correspondence from dictation and handwritten notes.Made copies, sent faxes and handled all incoming and outgoing correspondence
 - .Dispersed incoming mail to correct recipients throughout the office.Maintained the front desk and reception area in a neat and organized fashion.Designed electronic file systems and maintained electronic and paper files
- .Recorded and filed patient data and medical records
.Strictly followed all federal and state guidelines for release of information
- .Wrote clear and detailed clinical phone messages for physicians
- Retrieved physician correspondence from dictation service and made edits when necessary.

EDUCATIONAL
BACKGROUND

High School Diploma | English

1987

Pilgrim High School, Warwick, RI

GPA:

English

| General Studies

University of RI, Kingston, RI

GPA:

General Studies

| Mathematics and English Literature

Collin County Community College, Frisco, TX

GPA:

Mathematics and English Literature

SKILLS

Professional and friendly.Careful and active listener, with strong interpersonal skills and excellent communication. Multi-tasking, neat, organizational skills, problem solver, quick, reception, sales, Self-starter, tandem, Telecommunication, phone, time management.
More than proficient with all Microsoft programs.