

Jessica Claire

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Professional Summary

Offers exceptional organizational, interpersonal, and computer skills with a strong background in various aspects of customer service and support. Accustomed to working in fast-paced environments and successfully handling difficult client situations.

Education

Southern Illinois University Carbondale, Carbondale, IL

Bachelor of Arts in Radiotelevision Broadcast Journalism and Healthcare Management

2014

Major: Radiotelevision Broadcast Journalism

Double Minor: Healthcare Management, Speech Communication

Skills

Microsoft Office Programs

Data Entry

Social Networking Sites (Facebook,
Instagram, Twitter)

Typing

Event Planning

Customer Service-focused

Front Desk Training

Organized and Efficient

Effective Communication

Motivated Team Player

Fluent in Twi (Ghanaian)

Work Experience

Yavapai College, Prescott, AZ

Guest Service Agent

2015 - Current

- Greet and complete established check-in procedures for arriving guests using manual and computerized methods.
- Facilitate guest departure and checkout, ensuring guest accounts are closed and rooms are ready for the next guest.
- Calculate and post monies and receipts to guest accounts, ensuring accurate cash handling.
- Answer inquiries and accept reservations in person and via telephone, using suggestive selling techniques to increase occupancy and revenue.
- Maintain good customer relations and keep abreast of in-house and area functions.
- Operate PBX equipment, schedule wake-up calls, and provide timely and efficient service.
- Control cash transactions at the front desk and maintain personal bank responsibility.
- Maintain a friendly, cheerful, and courteous demeanor at all times.

Radisson Hotel Group, Phoenix, AZ

Hostess/Assistant Manager

April 2014 - February 2015

- Monitor restaurant operations to ensure everything is working proficiently.
- Estimate wait times for guests and manage reservations.
- Handle large parties and ensure proper booking and accommodations.
- Train and supervise new employees in back-of-house operations.

Chumash Casino, Santa Ynez, CA

Externship in Public Relations

- Assisted in the development of marketing plans and event planning.
- Contacted Chicago public schools to provide information about the lifeguard summer program.
- Sent press releases and worked directly with executives.
- Attended boardroom meetings.

Volunteer Work

**University of
Colorado
Boulder,
Boulder, CO**

Volunteer

*January 2012 -
May 2014*

- Recorded student news broadcasts live on WSIU PBS station.
- Conducted and scheduled games for guests.
- Published news stories detailing current events.

**African Student
Council,
Southern Illinois
University**

**Public Relations
Officer**

*September 2010 -
April 2014*

- Marketed Africa Week throughout the SIU campus using print advertisements and social media.
- Contacted recording artists to perform at events.
- Strengthened the organization's footprint in the Midwestern African Conference.

**Exploratory
Student
Advisement,
Southern
Illinois
University**

**Front Desk
Assistant**

*April 2010 - April
2014*

- Scheduled meetings between students and advisors.
- Ensured student filings were in compliance with university standards.
- Updated the filing system to increase staff efficiency.
- Managed the night shift and

ensured the office ran adequately.

WSIU FM NPR Radio

Radio Host

January 2010 - May 2012

- Interviewed radio guests and authored news stories summarizing key highlights and analysis.

Achievements

- Answered telephone calls and responded to inquiries, assigning patrons to tables according to rotation.
- Assisted in maintaining preparation and service areas in a sanitary condition.
- Greeted customers with friendly eye contact and helped in the preparation and setup of catering events.
- Spoke with patrons to ensure satisfaction with food and service.
- Oversaw kitchen employee operations to ensure production levels and service standards were maintained.
- Managed front desk operations and staff, planned meetings and travel for student advisors and the provost, and facilitated onboarding of new employees.
- Demonstrated proficiencies in telephone, email, fax, and front-desk reception within a high-volume environment.
- Performed administrative tasks such as filing, developing spreadsheets, faxing reports, photocopying, and scanning documents for interdepartmental use.
- Successfully trained staff on office systems, databases, policies, and procedures, focusing on minimizing errors and generating superior results.
- Authored an article on customer service best practices published in the 'Journal of Hospitality Management'.
- Recognized for original contributions to customer service strategies that increased guest satisfaction by 20% at Yavapai College.

Additional Skills

Account Management

Critical Thinking

Calendar

Data Collection

Computer Proficiency

Documentation

Coordination

Executive Management Support

Microsoft Excel

Scheduling

Microsoft Outlook

Service Orientation

Microsoft PowerPoint

Speaking

Microsoft Word

Time Management

Organizational Skills

Typing

Proofreading