

**Jessica Claire**

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**Address:** Montgomery Street,  
San Francisco, CA 94105

## **Skills**

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- Addressing customer concerns
- Resolving customer complaints
- Client leadership
- Directing personnel
- Pricing
- Quality assurance
- Reception management
- Staffing
- Supervising

## **Achievements**

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- Consistently achieved high quality assurance ratings.
- Maintained a near-perfect work attendance record.
- Trimmed 10 percent from the quarterly supply budget.
- Featured in a local business magazine for outstanding customer

service and innovative  
management  
techniques.

## Professional Memberships

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- Member of the National Customer Service Association (NCSA), recognized for outstanding achievements in customer service.

## Summary

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Highly organized and independent professional with a proven ability to effectively coordinate tasks and accomplish projects in a timely manner. Known for creativity and a management style that motivates staff to achieve high productivity.

## Experience

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### CMC Operations Manager

*Bossier City, LA*

March 2014 - November 2016

- Assisted the director in maintaining staff.
- Managed rounding throughout the day.
- Kept leadership fully informed of the immediate condition of assigned areas related to staffing and cleanliness.
- Provided ongoing training, supervision, and motivation to department personnel.
- Ensured schedules were covered.
- Developed an innovative staff scheduling system that significantly improved operational efficiency and was later adopted by other departments.

## **Halo Branded Solutions Call Center Agent**

*West Lafayette, OH*

November 2007 - March 2014

- Handled account inquiries, customer complaints, and support issues.
- Managed inbound and outbound calls.
- Resolved client problems.
- Maintained and improved quality results by adhering to standards and guidelines.
- Recommended improved procedures.

## **Getaround Sales Agent**

*Chicago, IL*

July 2004 - October 2007

- Managed, monitored, and maintained sales goals.
- Assisted with placement of orders, refunds, and exchanges.
- Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.
- Processed orders in person and over the phone.
- Explained different customizable features to consumers.

## **Michaels Stores Customer Service**

*Alexandria, VA*

January 2002 - June 2004

- Ensured superior customer experience by addressing customer concerns and demonstrating empathy.
- Resolved problems on the spot.
- Routinely answered customer questions regarding merchandise and pricing.
- Maintained a clean reception area, including lounge and associated areas.

## **Education**

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**Redan High School**

*Graduated 1999*

